L 37. 213: 985

PREFACE

The UI appraisal program was developed under the direction of the Department of Labor, Employment and Training Administration to assess the quality of certain activities which are carried out in all State UI programs.

The very nature of the UI system--a system administered under State laws in conformity with federal laws and regulations--results in differences among State laws, policies, and operating methods. Thus, absolute comparisons of quality among States cannot always be accomplished. This appraisal program provides the best information obtainable at this time with respect to the quality of each State's program and provides a means for empirical comparisons of quality in all States.

Certain scores, such as appeals and nonmonetary determinations, necessarily reflect some subjectivity on the part of the reviewers. Therefore, comparisons between States for these kinds of items should be made with caution.

For FY 1985, all but seven States (Massachusetts, Vermont, the Virgin Islands, the District of Columbia, Kentucky, Indiana and Hawaii) were involved in the Random Audit project. The remaining 46 States were excused from conducting the claimant interviews which provide data for the Initial Claims and Weeks Claimed Performance scores for Quality Appraisal. The Random Audit project provides more detailed data in those areas, with a higher degree of validity. Random Audit data will not be presented in this Report, but will be transmitted from ETA directly to the States involved.

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CHAPTER ONE

EXECUTIVE SUMMARY

The Unemployment Insurance Service (UIS) has established a comprehensive system for measuring and monitoring the quality of the Unemployment Insurance program as it is administered by the State agencies. This system--the UI Quality Appraisal program--is designed to provide information concerning performance and promptness that can be utilized as a base for determining each State's quality level in program activities. The States' quality levels are compared with desired levels of achievement for each activity. These desired levels of achievement were selected for inclusion in the program by the national office after consultation with the States and regions.

Chapter One presents the background and objectives of the Quality Appraisal program. This chapter also summarizes the results of measurements made in all of the States for activities in which Secretary of Labor criteria and desired levels of achievement have been established. Chapter Two discusses in detail the data development, measurement approach, and manner in which the studies were conducted for all activities. Chapter Three presents the detailed numerical results for all measurements conducted in the States. These results are presented for the States, grouped within their regions. Figure I-1 shows the States listed by region and the State abbreviations used in this report. Asterisks indicate which appraisals were conducted by Federal teams. The remainder were conducted by the States as self-appraisals.

FIGURE I-1

STATES BY REGION

REGION 1:

Connecticut (CT)
*Maine (ME)
Massachusetts (MA)
New Hampshire (NH)
*Rhode Island (RI)
Vermont (VT)

REGION 2:

New Jersey (NJ)
*New York (NY)
Puerto Rico (PR)
Virgin Islands (VI)

REGION 3:

Delaware (DE)
*District of Columbia (DC)
Maryland (MD)
Pennsylvania (PA)
Virginia (VA)
*West Virginia (WV)

REGION 4:

Alabama (AL)
*Florida (FL)
*Georgia (GA)
Kentucky (KY)
Mississippi (MS)
North Carolina (NC)
South Carolina (SC)
Tennessee (TN)

REGION 5:

Illinois (IL)
Indiana (IN)
Michigan (MI)
*Minnesota (MN)
Ohio (OH)
*Wisconsin (WI)

REGION 6:

Arkansas (AR)
Louisiana (LA)
New Mexico (NM)
Oklahoma (OK)
*Texas (TX)

REGION 7:

Iowa (IA)
*Kansas (KS)
Missouri (MO)
Nebraska (NE)

REGION 8:

Colorado (CO)
*Montana (MT)
North Dakota (ND)
South Dakota (SD)
*Utah (UT)
Wyoming (WY)

REGION 9:

*Arizona (AZ)
California (CA)
Hawaii (HI)
*Nevada (NV)

REGION 10:

Alaska (AK)
Idaho (ID)
Oregon (OR)
*Washington (WA)

*Federal Appraisals

I. BACKGROUND

The Department of Labor, Employment and Training Administration (ETA), Unemployment Insurance Service has the responsibility by law (Title III of the Social Security Act) for assuring that State Employment Security Agencies operate an effective and efficient unemployment insurance program. In order to assess the quality of operations, the UIS in 1975 assembled a task force consisting of Federal and State staff. A comprehensive system called the Performance Appraisal Package was developed for measuring and monitoring program quality. All existing performance and promptness measures were considered in developing this package. Four existing measurement systems were incorporated: "A Performance Based Quality Control Program for Nonmonetary Adjudication" (QPI), the Appeals Quality Package, and portions of the State UI Self Appraisal and the Cost Model Quality Package.

In Fiscal Years 1976 and 1977, following successful pilot testing, the Performance Appraisal package was used in all States by teams of UI technicians led by the national and regional offices. The results of these appraisals were disseminated in the form of a series of individual State reports detailing the quality levels attained in each of a variety of activities. These results were also published in a composite form to allow easy comparison of the results for all State agencies.

The results of the 52 appraisals were reviewed by the national office with consultation with both the States and regional offices. Desired levels of achievement were established for most activities reviewed. In some areas the range of the performance and promptness levels attained was so large that the establishment of desired levels of achievement was postponed pending further study and measurement. In others, new, more effective measures were developed because existing measures did not adequately represent the quality levels.

Desired levels of achievement were first established for Fiscal Year 1978 and revised each year thereafter. The desired levels of achievement for Fiscal Year 1985 are shown in Figure I-2. Activities for which desired levels of achievement are not yet established should not be regarded as unimportant. As more information becomes available or new measures are developed and implemented, desired levels of achievement may be set in these areas as well.

Further, the fact that a State is currently meeting the desired level of achievement in a certain activity should not be construed as justification for failure to seek additional improvement. The various levels of achievement were set at currently attainable levels, within desired bounds. Many areas are still below long-term program objectives.

The desired levels of achievement are used to supplement the criteria of the Secretary's Standards to measure the quality of State operations. Criteria exist in two areas: the timeliness of processing lower authority appeals (CFR, Vol. 40, No. 87 -- May 5, 1975) and the timeliness of intrastate and interstate first benefit payments (CFR, Vol. 43, No. 146 -- July 28, 1978).

In Fiscal Year 1978, the appraisal system was fully implemented nationwide. In Fiscal Year 1979, the package was revised and renamed the UI Quality Appraisal. Modifications have been made to the package each subsequent year.

All major UI State program activities are reviewed, either by State personnel or by Regional staff. The results of all appraisals are transmitted to the National Office, and the data is incorporated into this report. These reports are distributed to each State to be used in the State Annual Operating Plan.

FIGURE I-2

DESIRED LEVELS OF ACHIEVEMENT -- FISCAL YEAR 1985

Initial Claims Performance
- A maximum of three confirmed issues per 100 cases

Initial Claims Promptness-Intrastate
- In Waiting Week States: A minimum of 87 percent of first payments made within 14 days of first compensable week ending date
- In Nonwaiting Week States: A minimum of 87 percent of first payments made within 21 days of first compensable week ending date
- A minimum of 93 percent of first payments made within 35 days of the first compensable week ending date

Initial Claims Promptness-Interstate
- In Waiting Week States: A minimum of 70 percent of first payments made within 14 days of first compensable week ending date
- In Nonwaiting Week States: A minimum of 70 percent of first payments made within 21 days of first compensable week ending date
- A minimum of 78 percent of first payments made within 35 days of the first compensable week ending date

Initial Claims Promptness-UCFE
- In Waiting Week States: A minimum of 70 percent of first payments made within 14 days of first compensable week ending date
- In Nonwaiting Week States: A minimum of 70 percent of first payments made within 21 days of first compensable week ending date
- A minimum of 78 percent of first payments made within 35 days of the first compensable week ending date

Initial Claims Promptness UCX
- In Waiting Week States: A minimum of 87 percent of first payments made within 14 days of first compensable week ending date
- In Nonwaiting Week States: A minimum of 87 percent of first payments made within 21 days of first compensable week ending date
- A minimum of 93 percent of first payments made within 35 days of the first compensable week ending date

Weeks Claimed Performance
- A maximum of 7 percent of total weeks claimed affected by confirmed weeks claimed issues

Nonmonetary Determinations Performance - Intrastate
- For Separation Cases: A minimum of 75 percent of cases acceptable
- For Nonseparation Cases: A minimum of 80 percent of cases acceptable

Nonmonetary Determinations Promptness - Intrastate
- A minimum of 80 percent of determinations timely

Combined Wage Claims
- A minimum of 75 percent of wage transfers made timely

Appeals Performance
- A minimum of 80 percent of cases scoring 80 percent or more

Appeals Promptness-Lower Authority
- A minimum of 60 percent of appeal decisions made within 30 days
- A minimum of 80 percent of appeal decisions made within 45 days

Appeals Promptness-Higher Authority
- A minimum of 40 percent of appeal decisions made within 45 days
- A minimum of 80 percent of appeal decisions made within 75 days

Status Determination Promptness
- A minimum of 80 percent of determinations of employer liability made within 180 days of the liability date

Field Audits
- A minimum of 4 percent penetration

Report Delinquency
- A minimum of 95 percent of employers filing reports by end of quarter

Collections
- A minimum of 75 percent of delinquent accounts with some monies obtained within 150 days from the end of the quarter

Fund Management
- A minimum of 90 percent of collected taxes deposited within 3 days of receipt
- A maximum of 2 days for which funds are on deposit in the Clearing Account before being transferred to the Trust Fund
- A maximum of one day for withdrawal of money from the Trust Fund before paying benefits

II. SUMMARY OF METHODOLOGY

The methodology for quality appraisal on-site measurements includes an in-depth review of a sample of work performed in each activity. Measurement techniques include interviewing claimants in local offices, reviewing tape recordings of appeals hearings, and reviewing records. Figure I-3 shows the various activities reviewed, with identification of sample sizes and the measurement techniques utilized.

Completion of the appraisal requires staff with special skills. These skills include the following:

- conducting fact-finding interviews with claimants,
- using ETA Handbook No. 301, "A Performance Based Quality Control Program for Nonmonetary Adjudication,"
- using ETA Handbook No. 382, "Appeals Performance Criteria for Evaluating Unemployment Insurance Hearings and Decisions," and
- analyzing field audits to determine performance

In addition, a State "Policy Committee," which should include the Unemployment Insurance Director and/or the Chief of Benefits, is required to review the results of the interviews conducted. A more comprehensive discussion on the methodology is found in Chapter Two.

FIGURE I-3

TECHNIQUES OF MEASUREMENT

ACTIVITY	TYPE OF MEASURE	SAMPLE	TECHNIQUES
Initial Claims	Performance	125-250 intrastate claimants	In-person interviews
	Promptness	250 intrastate	Records review
	Promptness	200 interstate	Records review
	Promptness	50 UCFE	Records review
	Promptness	50 UCX	Records review
	Promptness	50 CWC	Records review
Weeks Claimed	Performance	125-250 intrastate claimants	In-person interviews
Nonmonetary Determinations	Performance	130 intrastate	Records review
	Performance	55 interstate	Records review
	Performance	25 UCFE	Records review
	Promptness	125 intrastate	Records review
	Promptness	60 interstate	Records review
Combined Wage Claims	Promptness	70 wage transfers	Records review
	Promptness	50 IB-6 billings	Records review
	Promptness	50 IB-6 reimbursements	Records review
Appeals	Performance	20-50 decisions	Review of records and hearings
Status Determinations	Promptness	150-235 determinations	Records review
Field Audits	Performance	60-80 audit reports	Records review
Collections	Promptness	165-275 accounts	Records review
Employer Accounts	Promptness	200-600 remittances	Records review

III. SUMMARY OF RESULTS

This section presents results from all Fiscal Year 1985 quality appraisal measurements and report data for which criteria or desired levels of achievement (DLA's) have been established. Most results are presented in the form of bar graphs in which the States are ranked in order of how their scores compared to the scores of other States. All graphs are arranged so the State with the highest quality is at the left. The DLA's are indicated on the graphs as horizontal, dotted lines.

Because of the subjectivity involved in some of the measurements, it would be difficult to assign an exact score that could be used to rank each State. For these measurements, charts are provided showing which States exceeded the DLA's and which States scored below the DLA's. The States are listed alphabetically within each group.

Meeting or exceeding the DLA's should not be regarded as an indication that further improvement is unnecessary. Detailed numerical results for all measurements can be found in Chapter Three.

A. Initial Claims.

1. Performance. The Initial Claims performance measurement is an assessment of the ability of the State to accurately and completely process initial claims. Interviews are conducted in selected local offices of intrastate claimants. Potential issues in the Initial Claims area refer to possible mistakes that were made or potential nonmonetary determinations that were not recognized during the taking of new and additional claims that could result in incorrect payments of benefits. Each potential issue is later confirmed or rejected following review of the case by the State Policy Committee. Nonmonetary determinations that are recognized and adjudicated are not treated as potential issues, regardless of the quality of the determination made, since nonmonetary determination performance is evaluated in another section of the appraisal. This measurement was not conducted in any Random Audit State in FY 1985 because the Random Audit project provided more detailed results.

The results of the interviews are computed to show the average number of confirmed issues found per 100 cases reviewed. The desired level of achievement for initial claims performance is a maximum of three confirmed issues per 100 cases reviewed. Detailed numerical results can be found in Figure III-1.

2. Promptness. Initial Claims promptness scores are presented for intrastate, interstate, UCFE, and UCX. The measurement period is the twelve months ending March 31. Criteria for the Secretary's Standard are established for intrastate and interstate.

For intrastate, the criteria are a minimum of 87 percent of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States and a minimum of 93 percent of first payments made within 35 days of the end of the first compensable week. The percentages of timely intrastate first payments are shown in Figure I-4 for 14/21 days and in Figure I-5 for 35 days. Detailed numerical results can be found in Figure III-2.

For interstate, the criteria are a minimum of 70 percent of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States and a minimum of 78 percent of first payments made within 35 days of the end of the first compensable week. The percentages of timely interstate first payments are shown in Figure I-6 for 14/21 days and in Figure I-7 for 35 days. Detailed numerical results can be found in Figure III-3.

For UCFE, the DLA's are a minimum of 70 percent of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States and a minimum of 78 percent of first payments made within 35 days of the end of the first compensable week. The percentage of timely UCFE first payments are shown in Figure I-8 for 14/21 days and in Figure I-9 for 35 days. Detailed numerical results can be found in Figure III-4.

For UCX, the DLA's are a minimum of 87 percent of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States and a minimum of 93 percent of first payments made within 35 days of the end of the first compensable week. The percentages of timely UCX first payments are shown in Figure I-10 for 14/21 days and in Figure I-11 for 35 days. Detailed numerical results can be found in Figure III-5.

FIGURE I–4
INTRASTATE INITIAL CLAIMS PROMPTNESS --- 14/21 DAYS

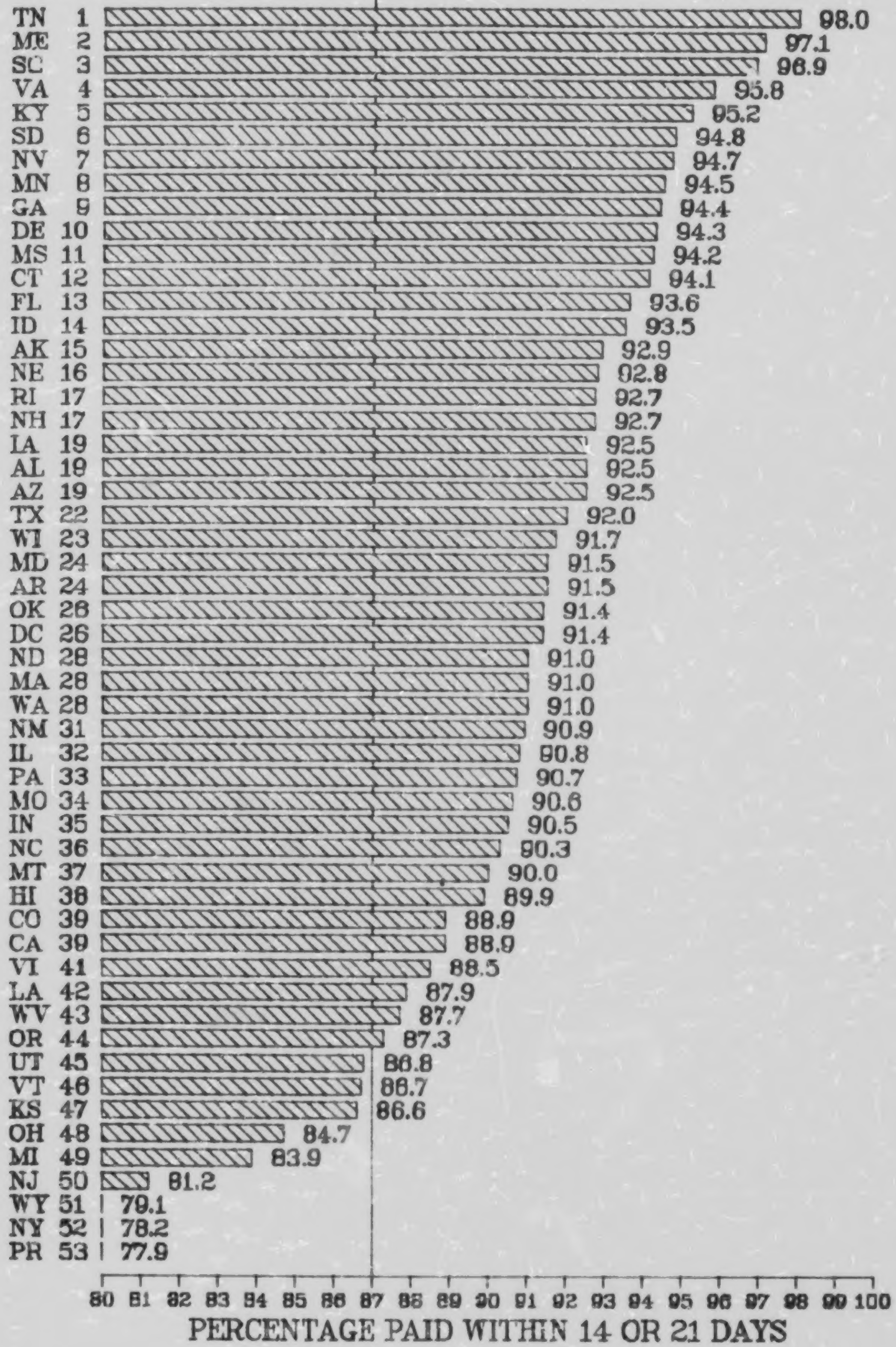

FIGURE I-5

INTRASTATE INITIAL CLAIMS PROMPTNESS -- 35 DAYS

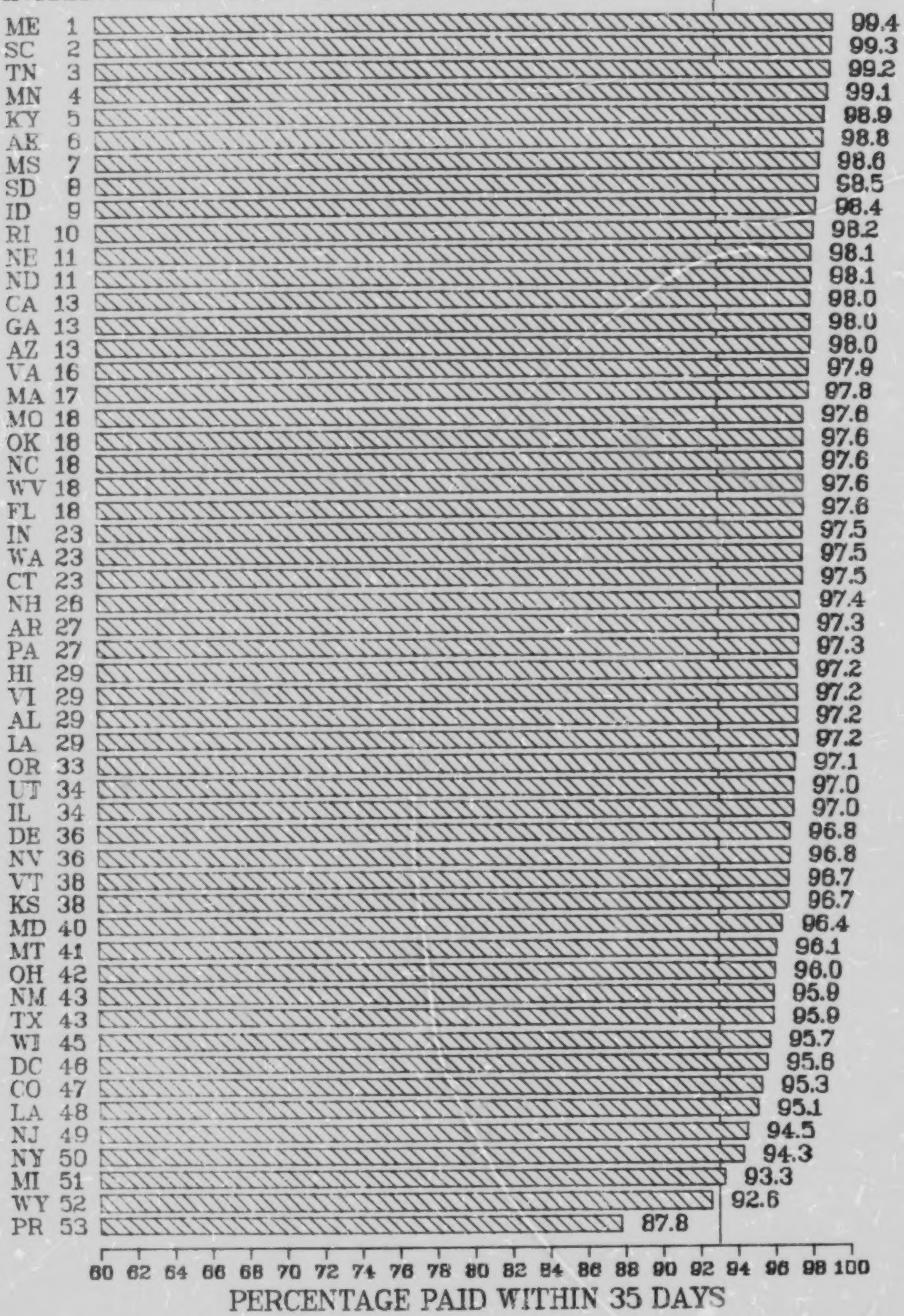

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FIGURE I–6
INTERSTATE INITIAL CLAIMS PROMPTNESS --- 14/21 DAYS

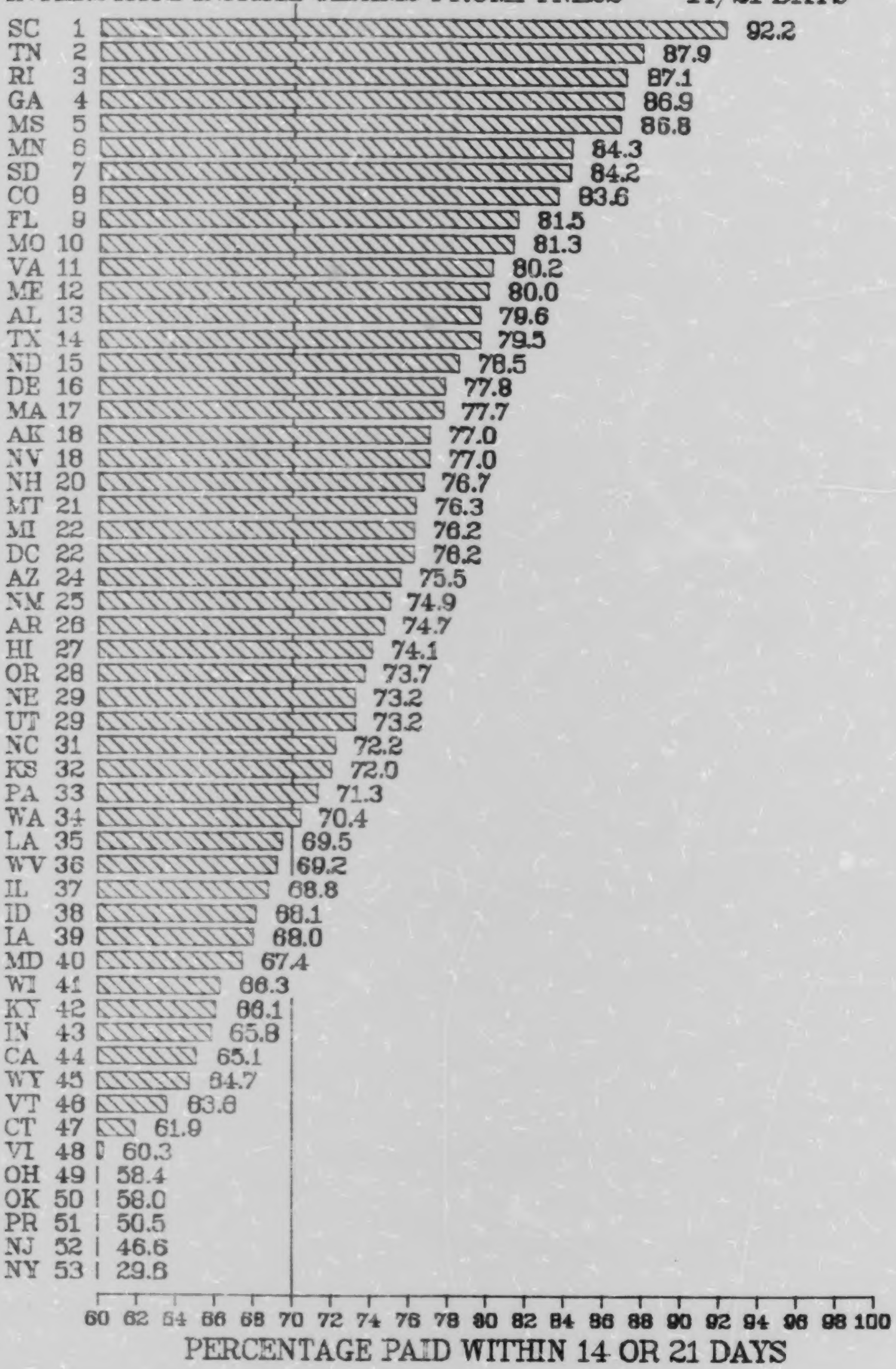


FIGURE I–7

INTERSTATE INITIAL CLAIMS PROMPTNESS –– 35 DAYS

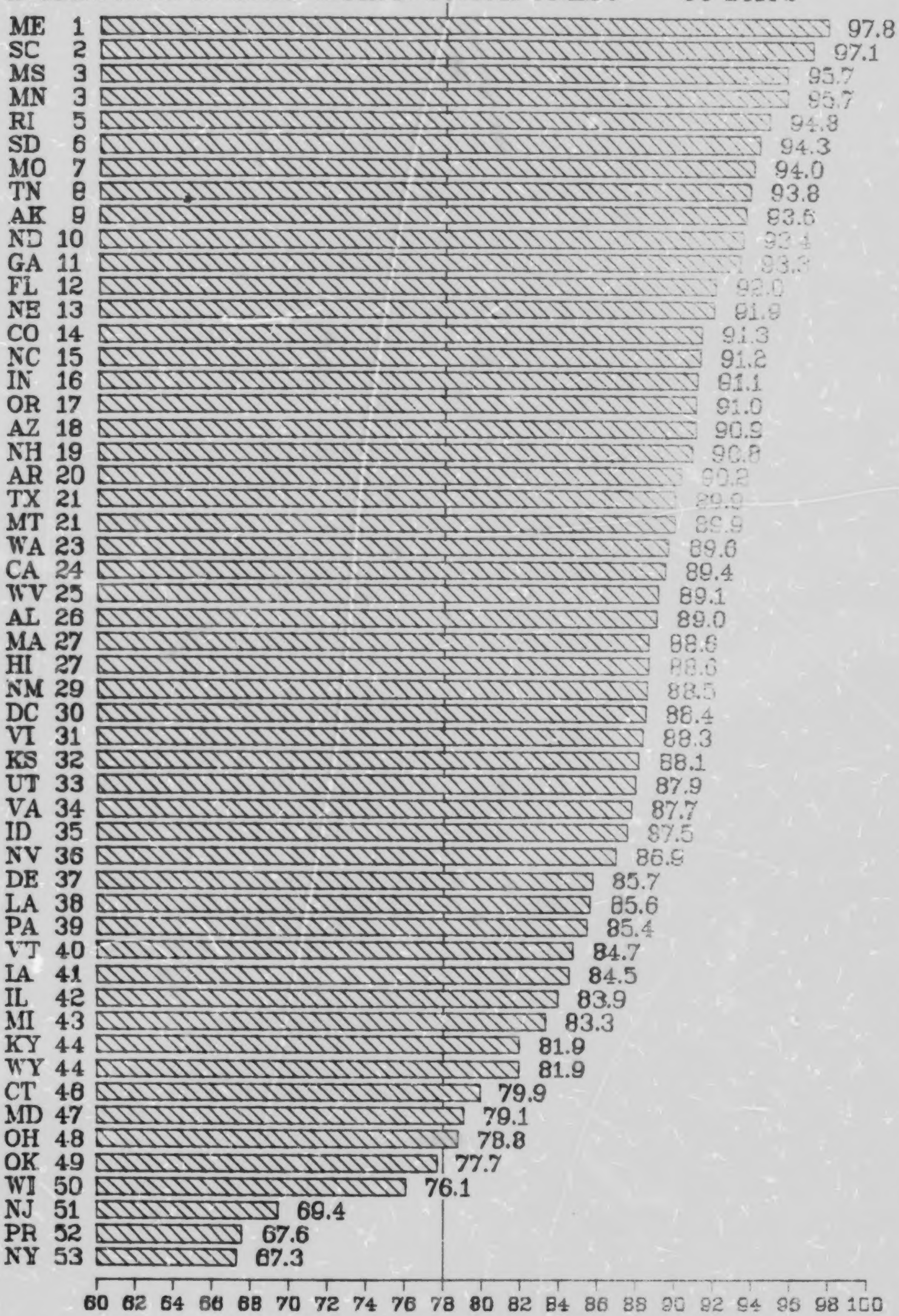


FIGURE I–8
UCFE INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS

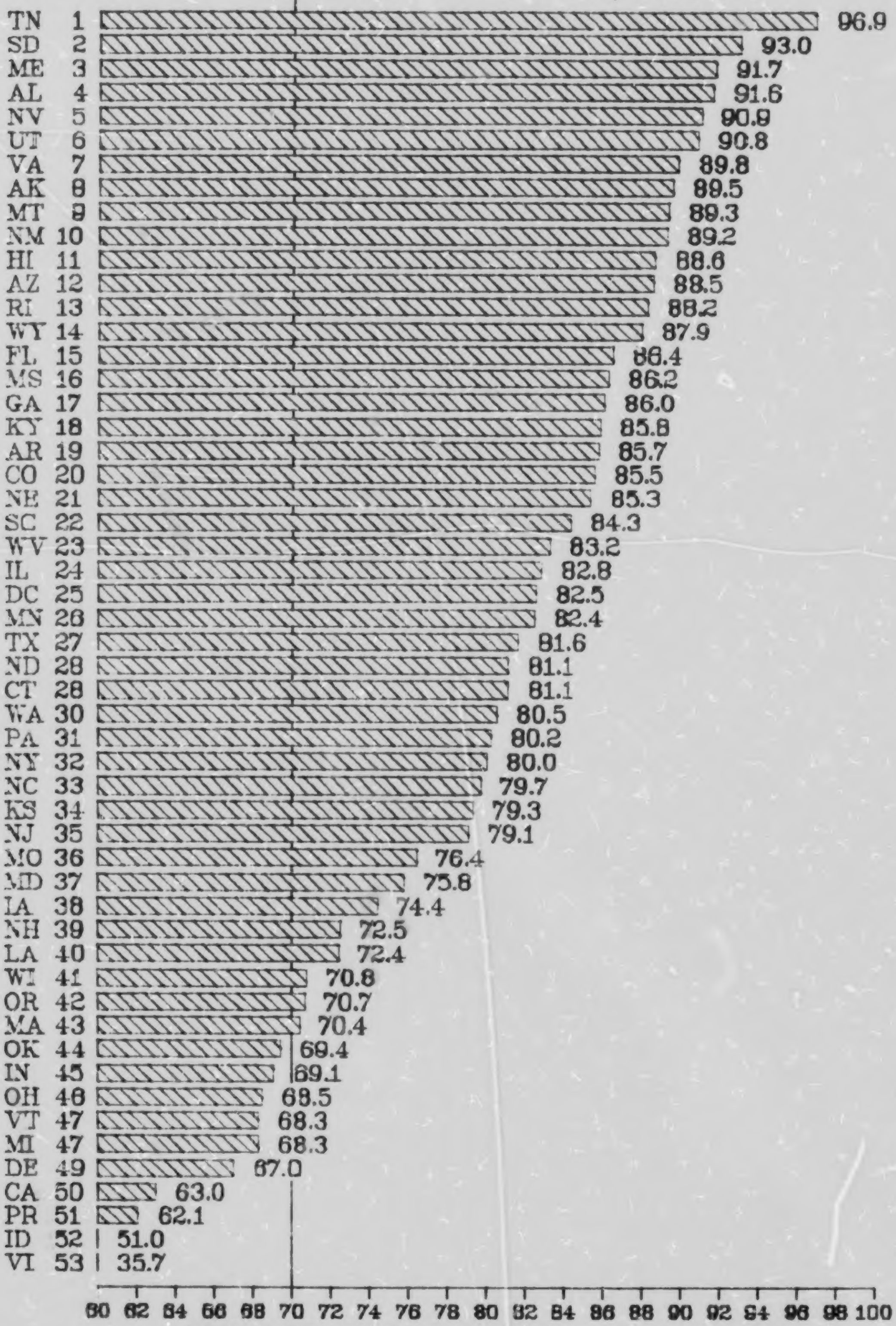


FIGURE I–9
UCFE INITIAL CLAIMS PROMPTNESS –– 35 DAYS

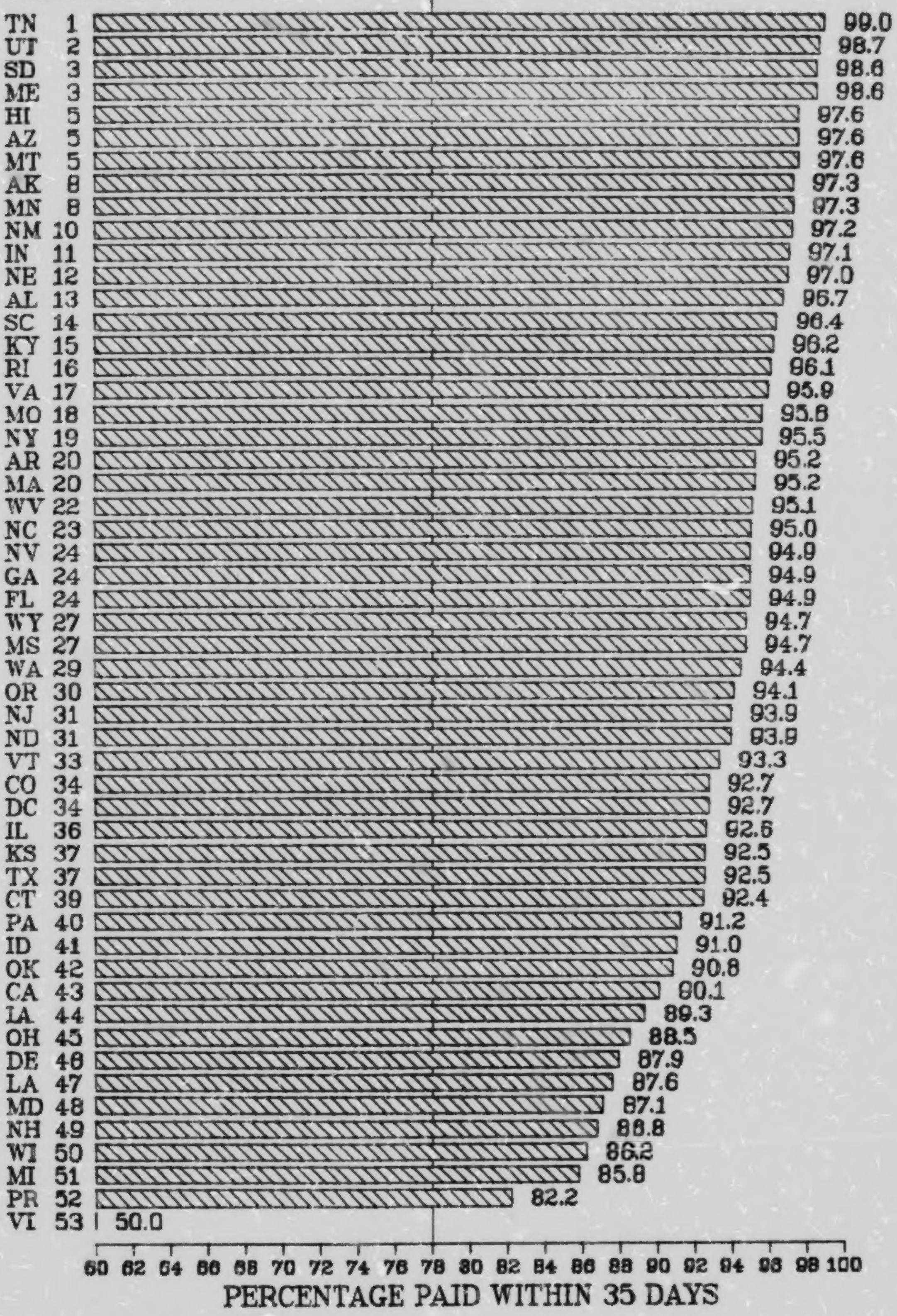


FIGURE I—10
UCX INITIAL CLAIMS PROMPTNESS -- 14/21 DAYS

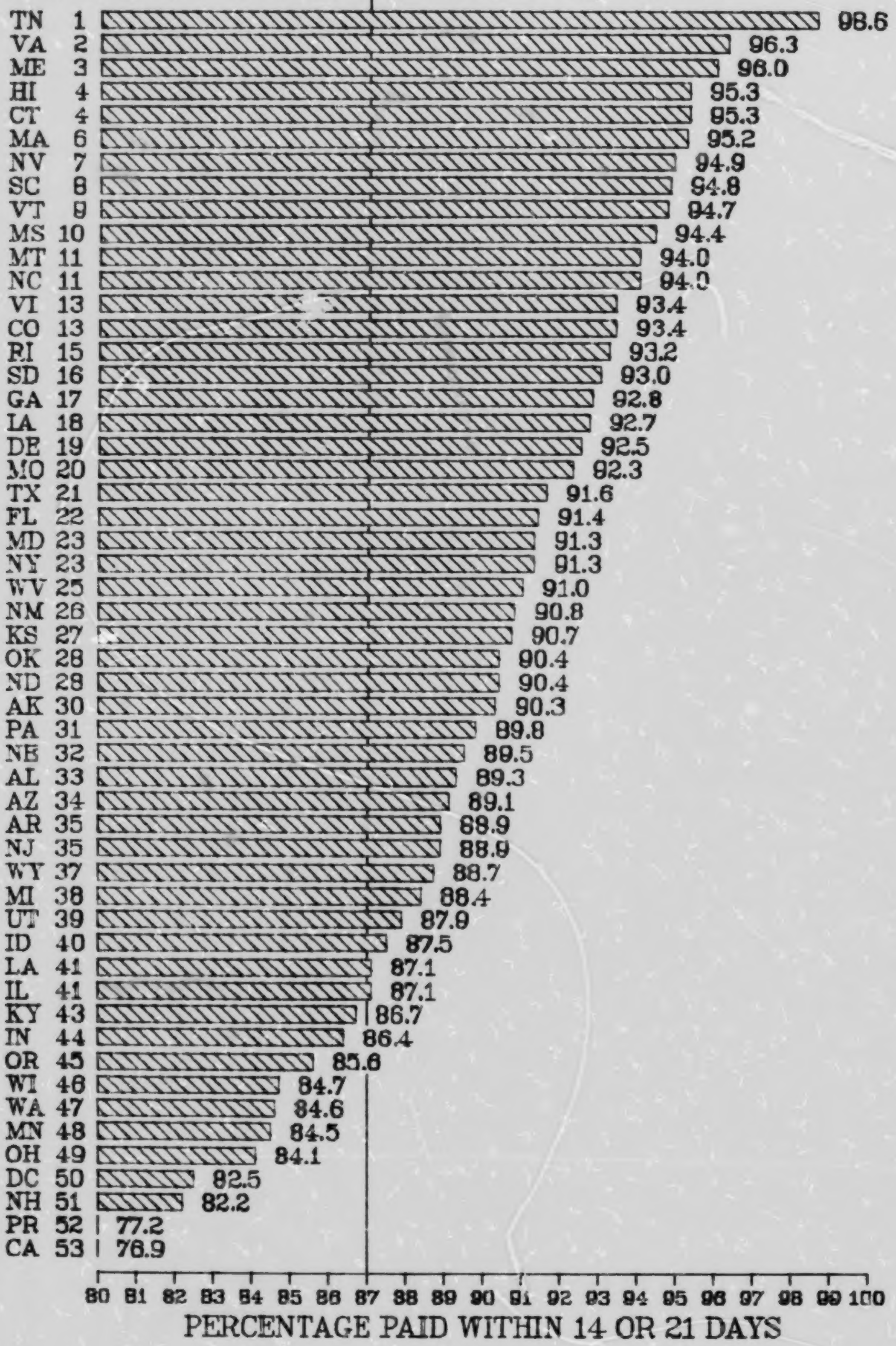
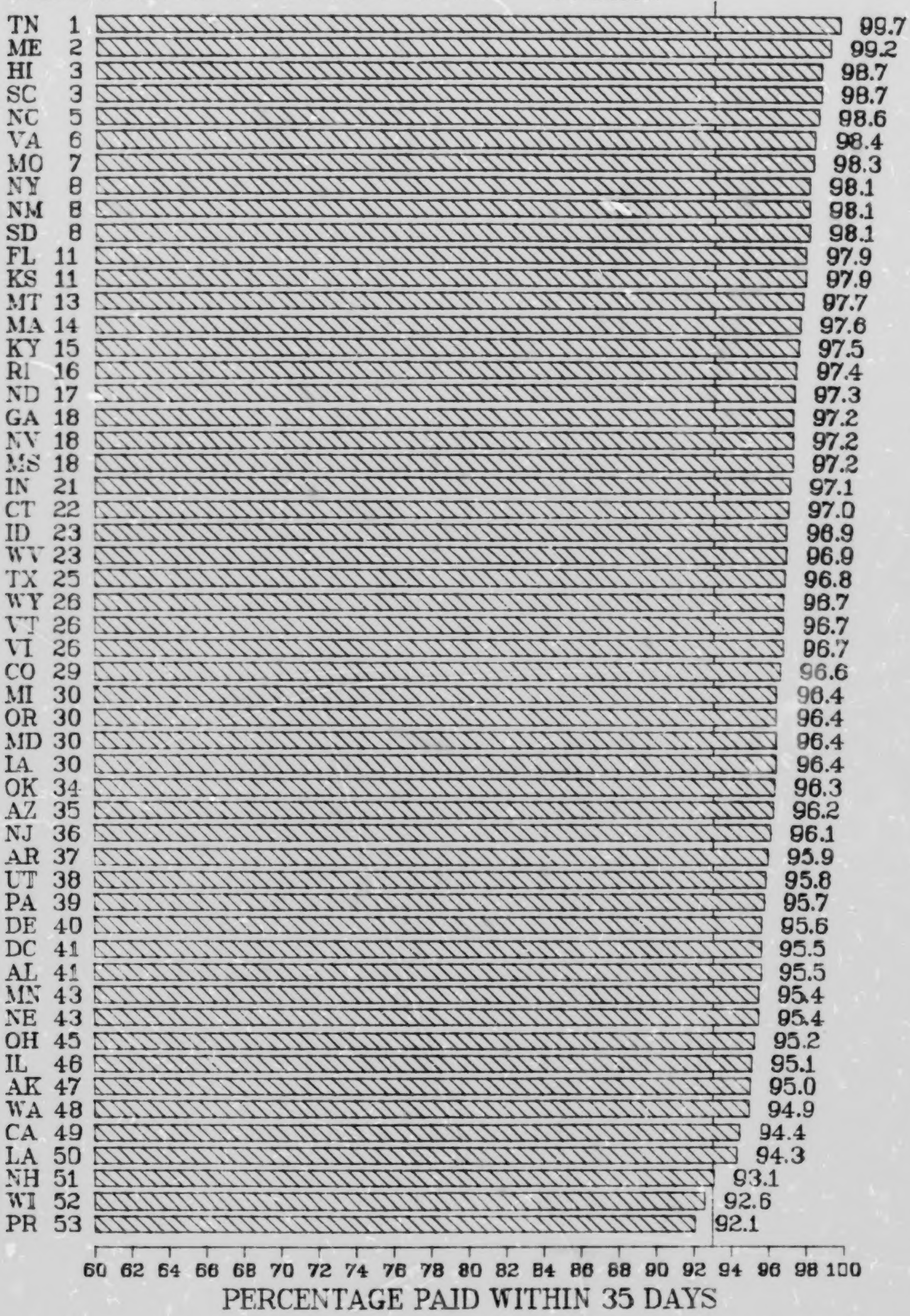


FIGURE I–11
UCX INITIAL CLAIMS PROMPTNESS –– 35 DAYS



B. Weeks Claimed Performance. The Weeks Claimed Performance measurement is an assessment of the ability of the State to accurately and completely process continued claims. This is done by interviewing the same claimants as in the Initial Claims performance measurements. "Potential issues" in the Weeks Claimed area refer to possible mistakes that were made or potential issues that were not recognized which may have affected the benefit payments. Nonmonetary determinations that were recognized and adjudicated are not treated here as potential issues, regardless of the quality of the determinations made, since nonmonetary determination performance is evaluated in another section of the appraisal. Each potential issue is later reviewed by the State Policy Committee. The Policy Committee either confirms or rejects the interviewers' findings. In each instance, the number of weeks affected by the confirmed issue is identified by determining the number of weeks associated with the specific type of issue during which payments were made. This measurement was not conducted in any Random Audit State in FY 1985 because the Random Audit project provided more detailed results.

The results of the interviews are computed to show the percentage of total weeks claimed that was affected by confirmed weeks claimed issues. The desired level of achievement for weeks claimed performance is a maximum of seven percent of total weeks claimed affected by confirmed issues. Detailed numerical results can be found in Figures III-6 and III-7.

C. Nonmonetary Determinations.

1. Performance. The nonmonetary determinations performance measurement is based on revised ETA Handbook No. 301, "A Performance Based Quality Control Program for Nonmonetary Adjudication," and involves an evaluation of the quality and completeness of the fact-finding process and the correctness of the determination. The cases are graded to obtain the percentage achieving acceptable quality -- scores of 81 points or above. Separate percentages are obtained for separation issues and for nonseparation issues. The desired levels of achievement for intrastate are a minimum of 75 percent of separation issues with acceptable quality and a minimum of 80 percent of nonseparation issues with acceptable quality. Figures I-12 and I-13 present the States exceeding the desired levels of achievement and the States scoring below the desired levels of achievement. Detailed numerical results can be found in Figure III-8 for intrastate separation cases and Figure III-9 for intrastate nonseparation cases.

FIGURE I-12

NONMONETARY DETERMINATIONS PERFORMANCE INTRASTATE SEPARATION ISSUES

The following States exceeded the Desired Level of Achievement (24):

Alabama
California
Colorado
Connecticut
Dist of Col
Florida
Hawaii
Idaho
Illinois
Louisiana
Mississippi
Missouri
Montana
Nevada
New Hampshire
New York
North Carolina
North Dakota
Pennsylvania
South Carolina
South Dakota
Utah
Vermont
Virginia

The following States scored below the Desired Level of Achievement (28):

Alaska
Arkansas
Delaware
Georgia
Indiana
Iowa
Kansas
Kentucky
Maine
Maryland
Massachusetts
Michigan
Minnesota
Nebraska
New Jersey
New Mexico
Ohio
Oklahoma
Oregon
Puerto Rico
Rhode Island
Tennessee
Texas
Virgin Islands
Washington
West Virginia
Wisconsin
Wyoming

Scores were not validated for the following State:

Arizona

FIGURE I-13

NONMONETARY DETERMINATIONS PERFORMANCE
INTRASTATE NONSEPARATION ISSUES

The following States exceeded the Desired Level of Achievement (30):

- Alabama
- California
- Colorado
- Connecticut
- Delaware
- Dist. of Col.
- Florida
- Hawaii
- Idaho
- Illinois
- Louisiana
- Mississippi
- Missouri
- Montana
- Nebraska
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Pennsylvania
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virgin Islands
- Virginia
- Wyoming

The following States scored below the Desired Level of Achievement (22):

- Alaska
- Arkansas
- Georgia
- Indiana
- Iowa
- Kansas
- Kentucky
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Nevada
- New Hampshire
- Ohio
- Oklahoma
- Oregon
- Puerto Rico
- Rhode Island
- Washington
- West Virginia
- Wisconsin

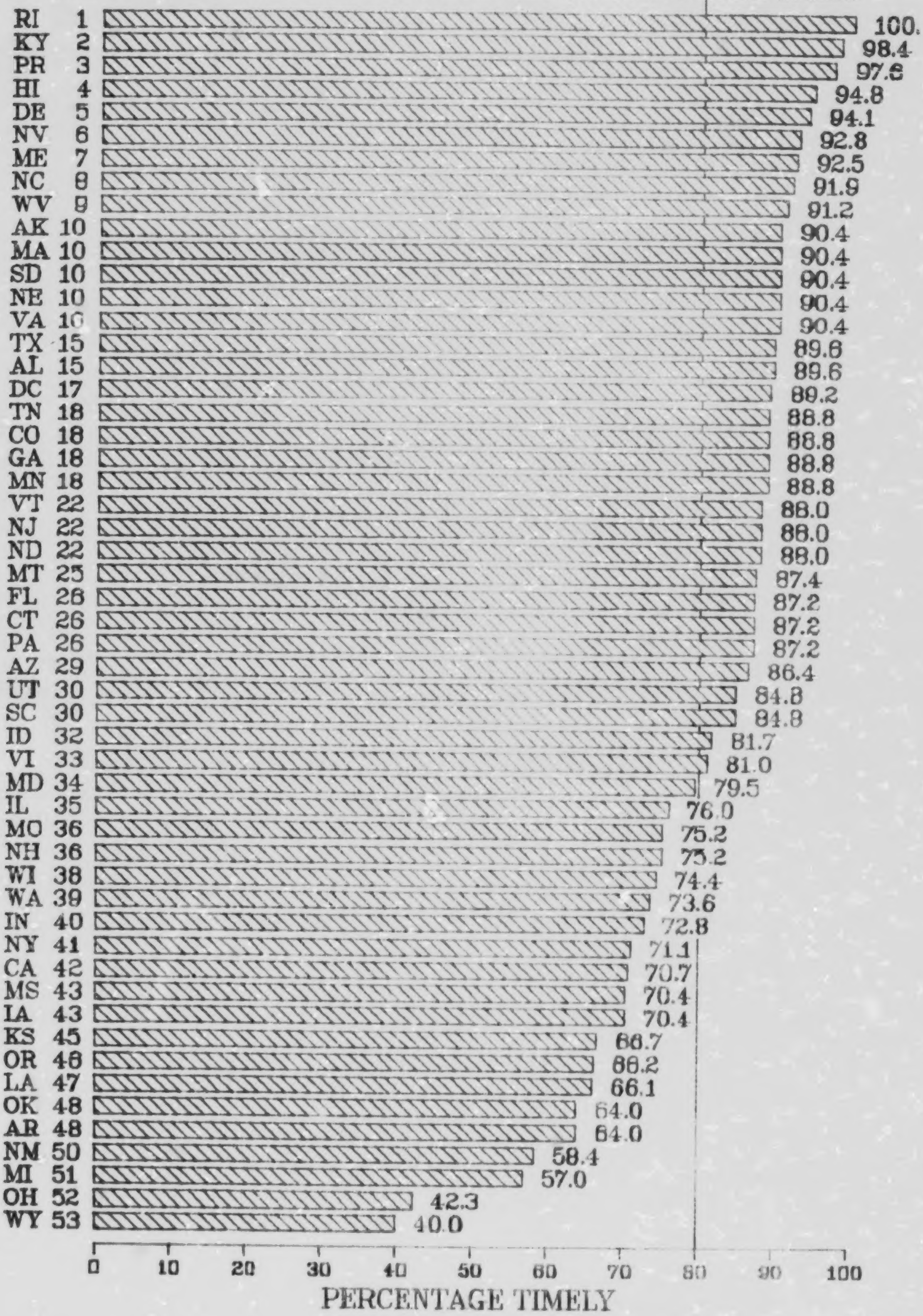
Scores were not validated for the following State:

- Arizona

2. Promptness. The nonmonetary determination promptness objectives for intrastate cases are that (a) issues arising in connection with additional claims should be determined within 14 days from the week ending date of the first additional week of unemployment claimed and (b) issues arising during claims series should be determined within seven days from the end of the week in which the issue is detected.

The percentage of intrastate cases determined timely is shown in Figure I-14. Detailed numerical results can be found in Figure III-13. The desired level of achievement for intrastate issues is a minimum of 80 percent made timely.

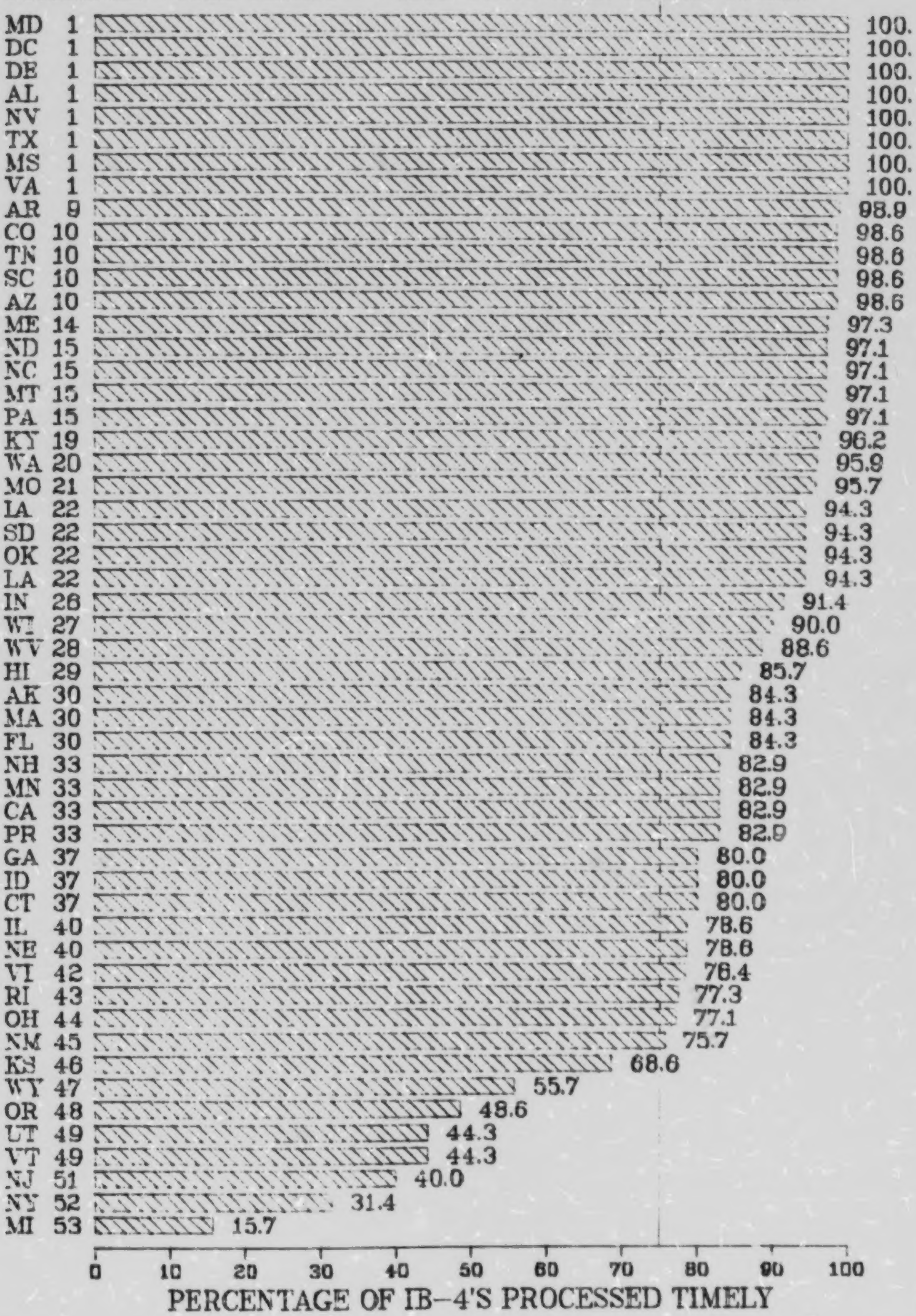
FIGURE I–14
INTRASTATE NONMONETARY DETERMINATIONS PROMPTNESS



D. Combined Wage Claims - Transferring State Promptness. The combined wage claims transferring State promptness measurement is an assessment of the timeliness of processing IB-4's to transfer wages to the paying States. The promptness objectives are that transfers are processed within (a) seven days when the transferring State is a wage record State and the wages are on record or should have been on record and (b) 14 days when the transferring State does not require the wages to be reported except upon specific request. (This latter category includes lag period wages for which specific requests are required upon receipt of an IB-4.)

The percentage of IB-4's processed timely is shown in Figure I-15. Detailed numerical results can be found in Figure III-16. The desired level of achievement is a minimum of 75 percent of transfers made timely.

FIGURE I–15
COMBINED WAGE CLAIM – WAGE TRANSFER PROMPTNESS



E. Appeals.

1. Performance. The Appeals performance measurement is an assessment of the degree to which the appeals hearings and decisions have attained the specific quality levels established for appeals evaluations. The measurement is applied to the thoroughness and fairness of the hearing itself and the quality of the written decision. Each case is rated by the percentage of total possible points which the case received. The desired level of achievement is a minimum of 80 percent of the cases receiving 80 percent or more of the possible points. Figure I-16 presents the States exceeding the desired level of achievement and the States scoring below the desired level of achievement. Detailed numerical results can be found in Figure III-19.

FIGURE I-16

APPEALS PERFORMANCE

The following States exceeded the Desired Level of Achievement (44):

Alabama
Alaska
Arizona
Arkansas
California
Colorado
Connecticut
Delaware
Florida
Georgia
Hawaii
Idaho
Illinois
Indiana
Iowa
Kentucky
Louisiana
Maine
Maryland
Massachusetts
Minnesota
Mississippi
Missouri
Montana
Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
North Carolina
Ohio
Oregon
Pennsylvania
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Utah
Vermont
Virginia
Washington
Wisconsin
Wyoming

The following States scored below the Desired Level of Achievement (5):

Michigan
Puerto Rico
North Dakota
Virgin Islands
Oklahoma

Scores were not validated for the following States (4):

Dist. of Col.
West Virginia
Kansas
New York

2. Promptness. Appeals promptness scores are presented for both lower and higher levels. The scores show the agency's ability to hear and decide appeals in a timely manner. The measurement period is the twelve months ending March 31.

Criteria for the Secretary's Standard are established for lower level appeals: a minimum of 60 percent of all decisions issued within 30 days and a minimum of 80 percent of all decisions issued within 45 days. The results for lower level appeals promptness are shown in Figure I-17 for 30 days and I-18 for 45 days. Detailed numerical results can be found in Figure III-20.

For higher level appeals promptness, the desired levels of achievement are a minimum of 40 percent of all decisions issued within 45 days and a minimum of 80 percent of all decisions issued within 75 days. The results are shown in Figure I-19 for 45 days and Figure I-20 for 75 days. Detailed numerical results can be found in Figure III-21.

FIGURE I–17
LOWER AUTHORITY APPEALS PROMPTNESS –– 30 DAYS

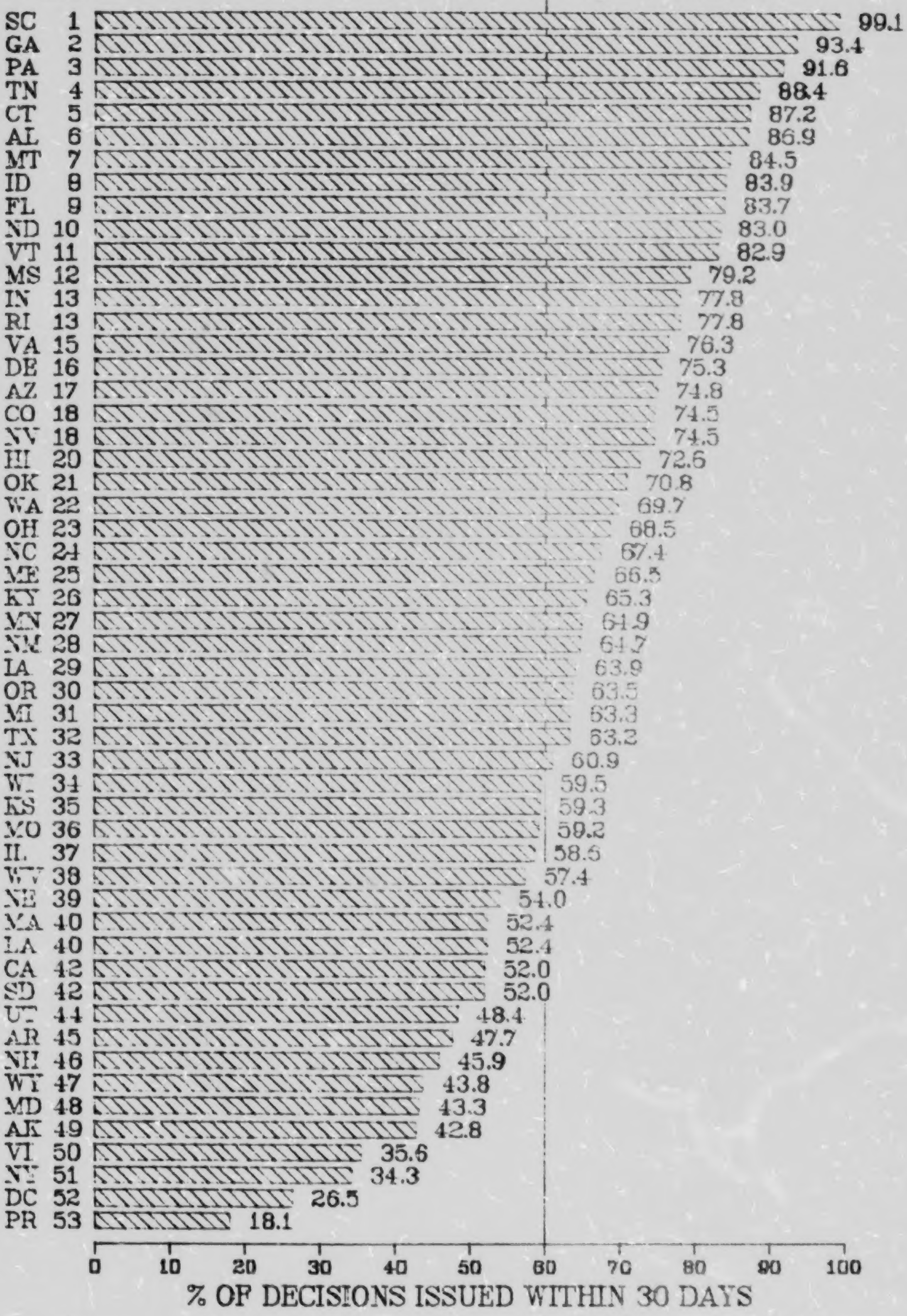


FIGURE I–18

LOWER AUTHORITY APPEALS PROMPTNESS — 45 DAYS

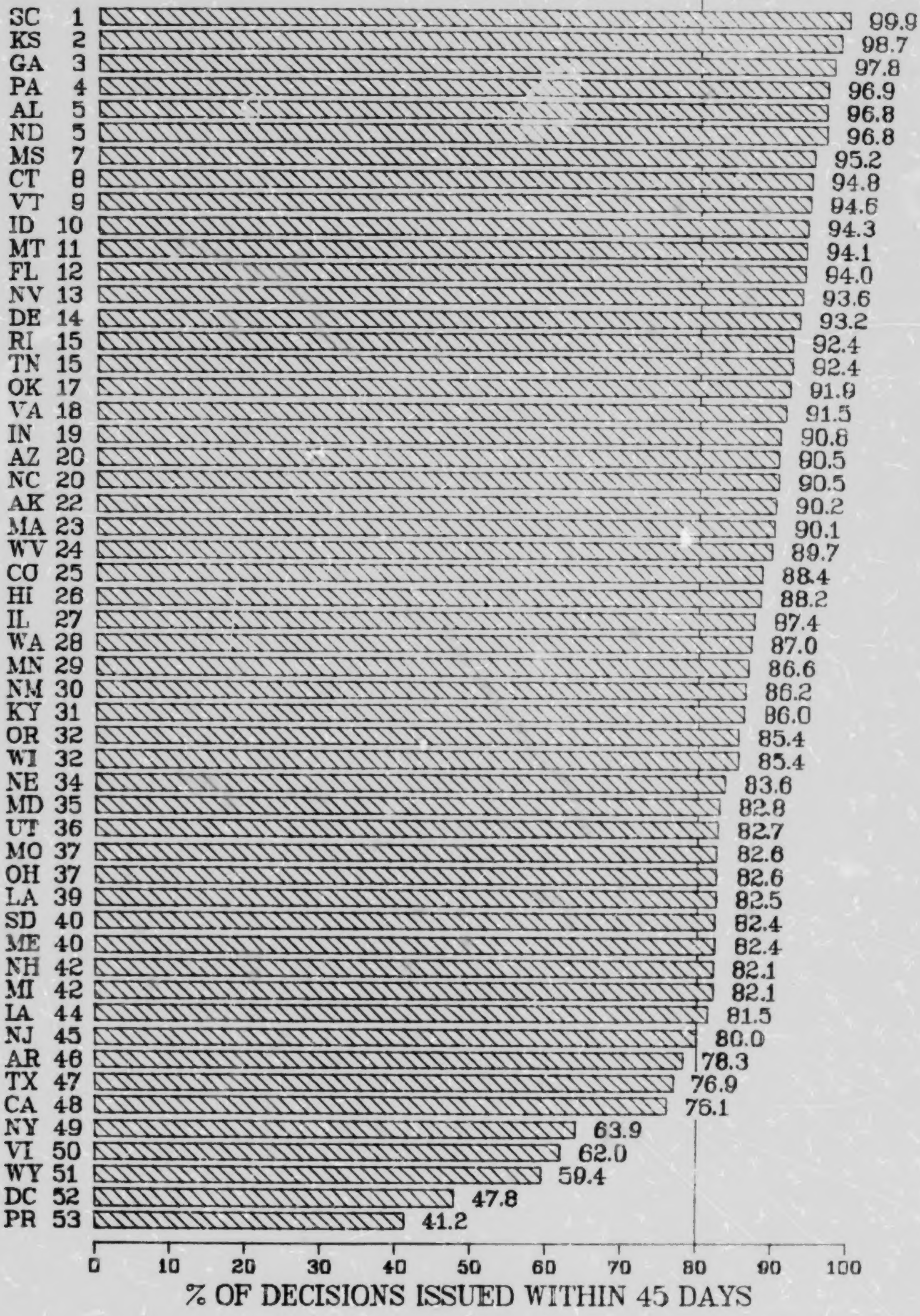


FIGURE I–19

HIGHER AUTHORITY APPEALS PROMPTNESS — 45 DAYS

(INFORMATION NOT AVAILABLE FOR HI, NE, VI.)

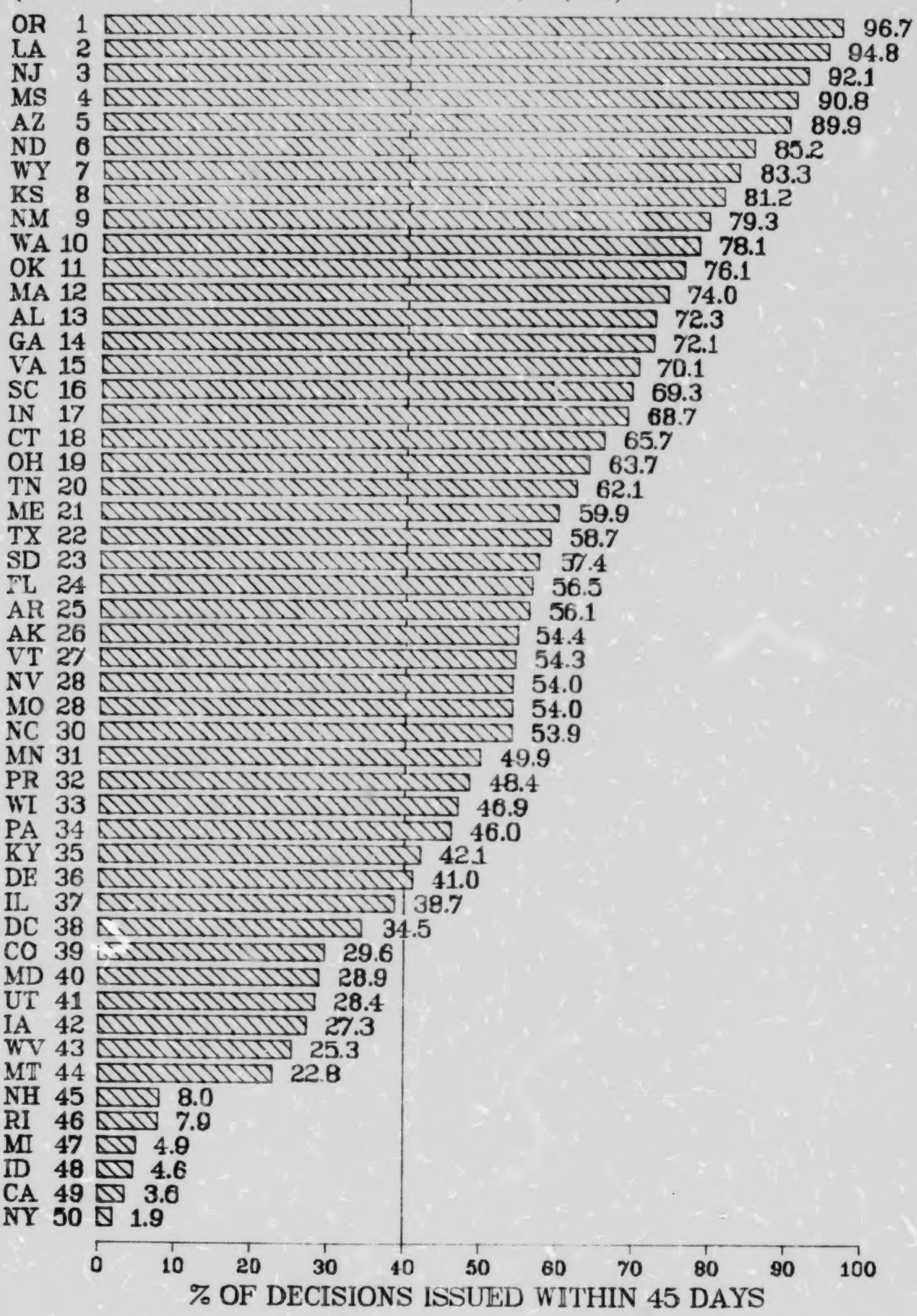
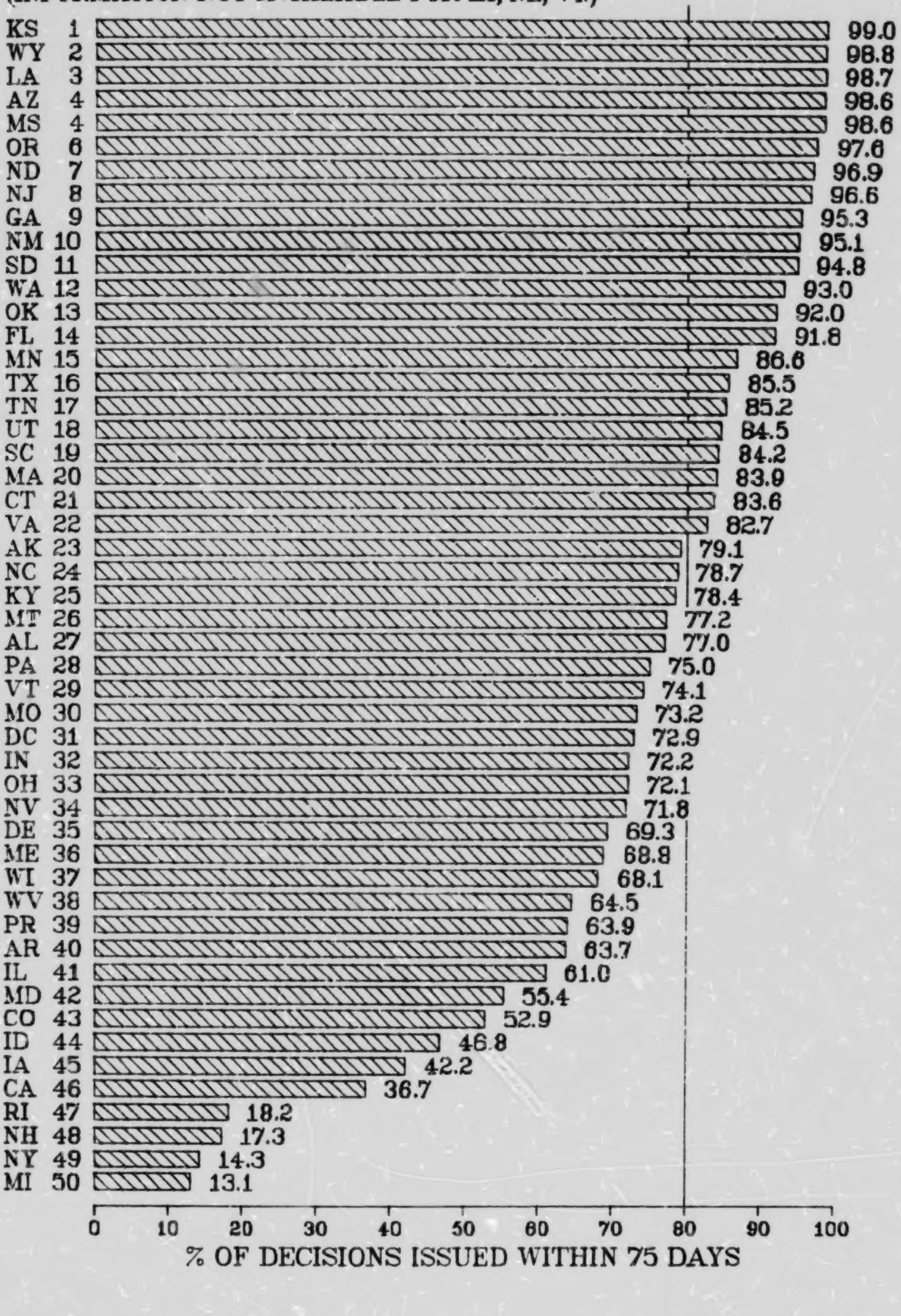
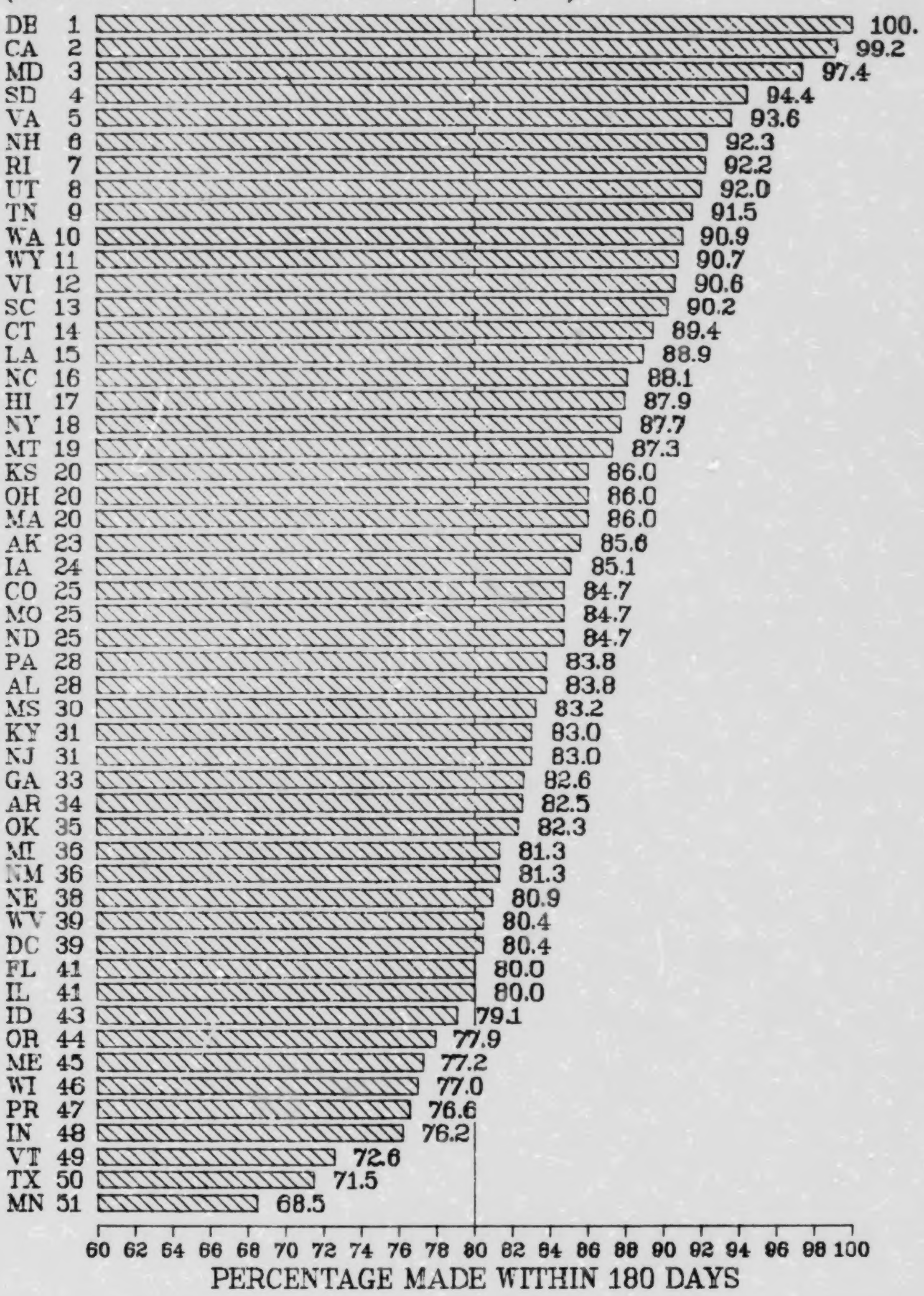


FIGURE I–20
HIGHER AUTHORITY APPEALS PROMPTNESS –– 75 DAYS
(INFORMATION NOT AVAILABLE FOR HI, NE, VI.)



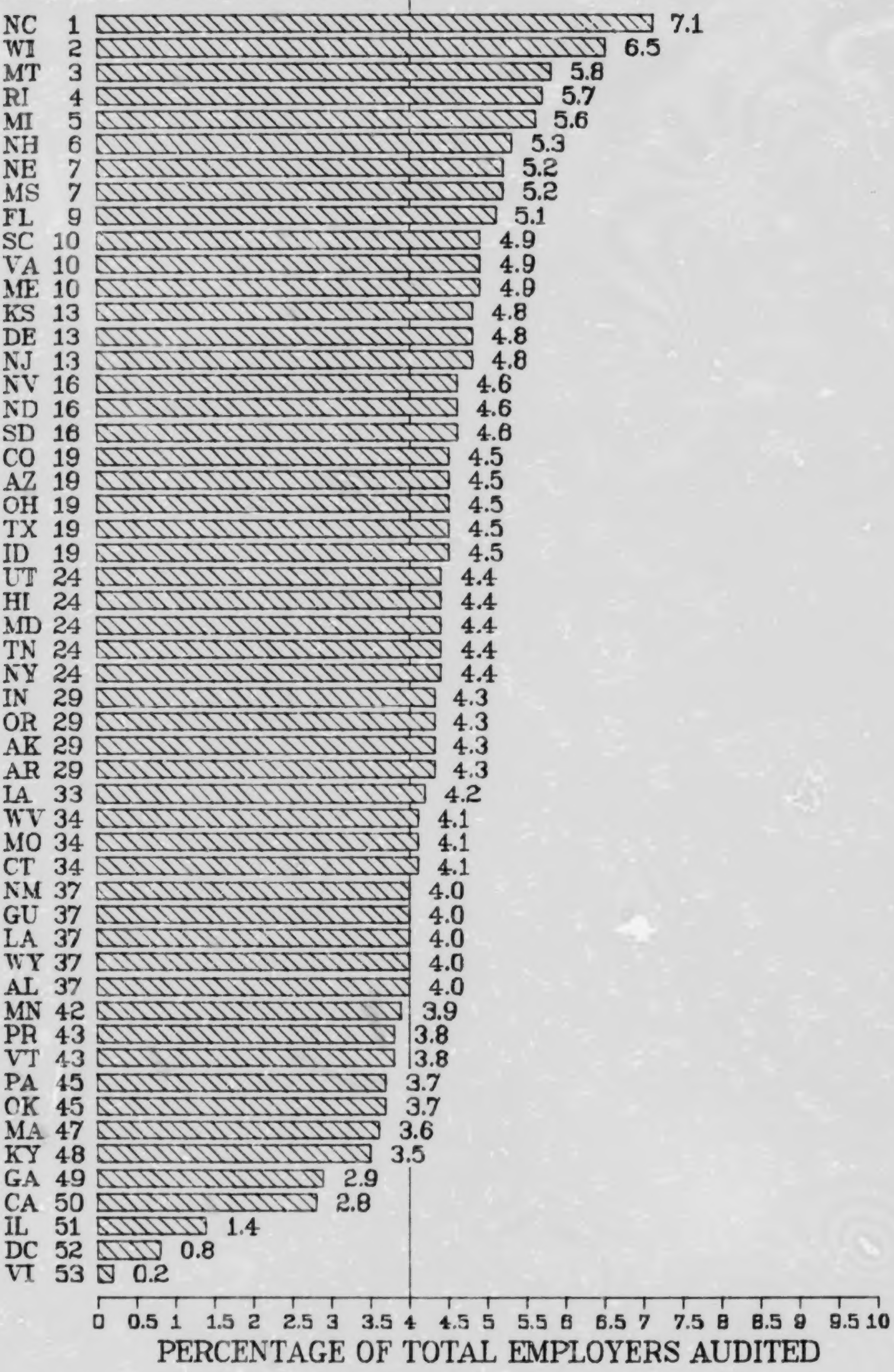
F. Status Determinations Promptness. The Status Determinations promptness measurement is an assessment of the ability of the State to promptly issue determinations of newly liable accounts and successors. The results, shown in Figure I-21, show the percentage of determinations in which the employer was officially notified within 180 days of the date of first becoming liable. The desired level of achievement is a minimum of 80 percent of employers determined liable within 180 days. Detailed numerical results can be found in Figure III-22.

FIGURE I–21
STATUS DETERMINATIONS PROMPTNESS
(INFORMATION NOT AVAILABLE FOR NV, AZ.)



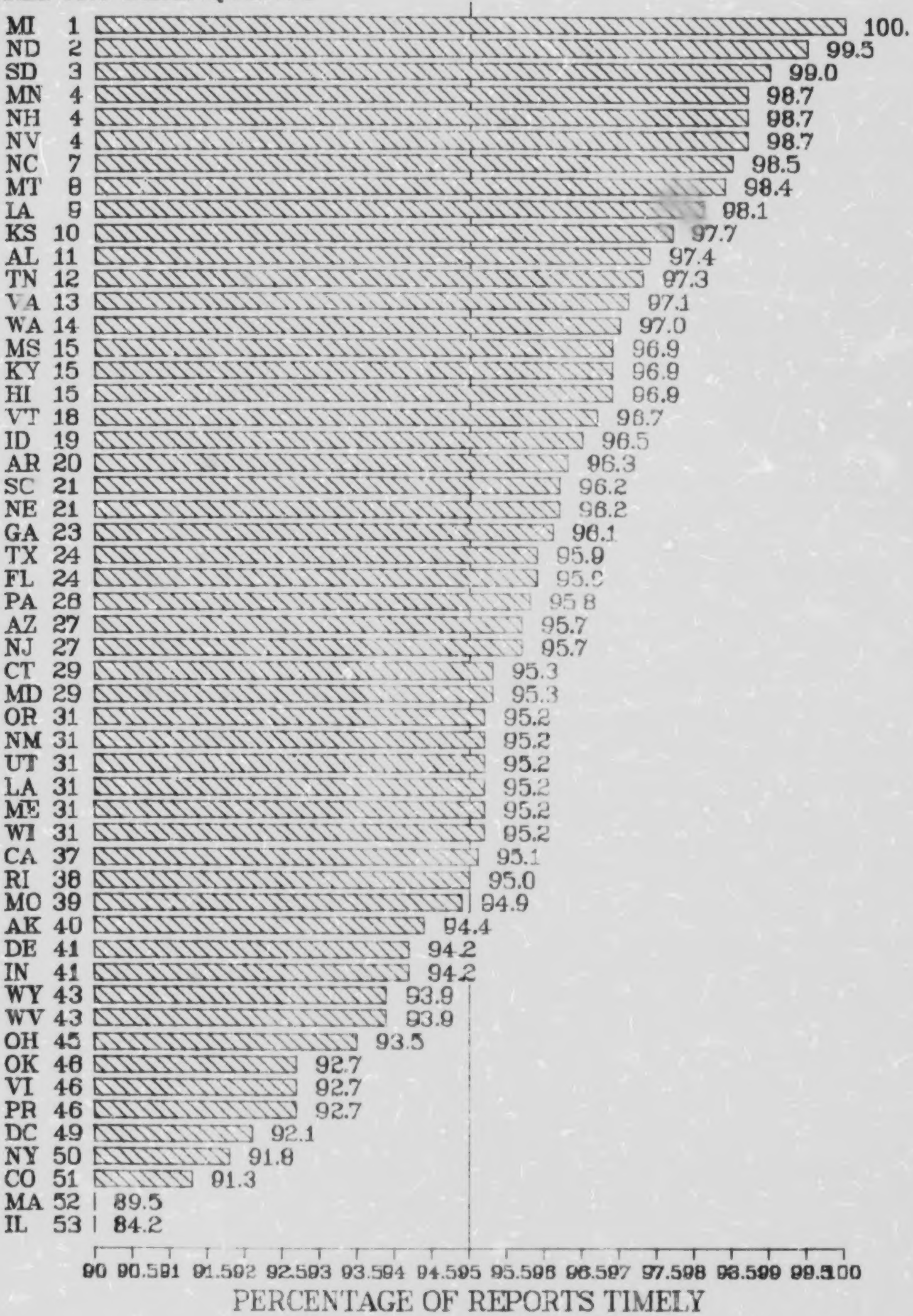
G. Field Audit Penetration. This Field Audit measure is an assessment of the extent of penetration of the program into the entire group of subject employers. The results, shown in Figure I-22, show the percentage of subject employers who were audited during the last fiscal year. The desired level of achievement is a minimum penetration rate of four percent. Detailed numerical results can be found in Figure III-23.

FIGURE I–22
FIELD AUDIT PENETRATION



H. Report Delinquency. The Report Delinquency measurement is an assessment of the effectiveness of the State agency in ensuring that their subject employers submit reports of wages and taxes in a timely manner. The results, shown in Figure I-23, show the percentage of total subject employers whose reports were obtained by the end of the quarter in which they were due during the last fiscal year. The desired level of achievement is a minimum of 95 percent of all employers filing reports by the end of the quarter. Detailed numerical results can be found in Figure III-25.

FIGURE I–23
REPORT DELINQUENCY



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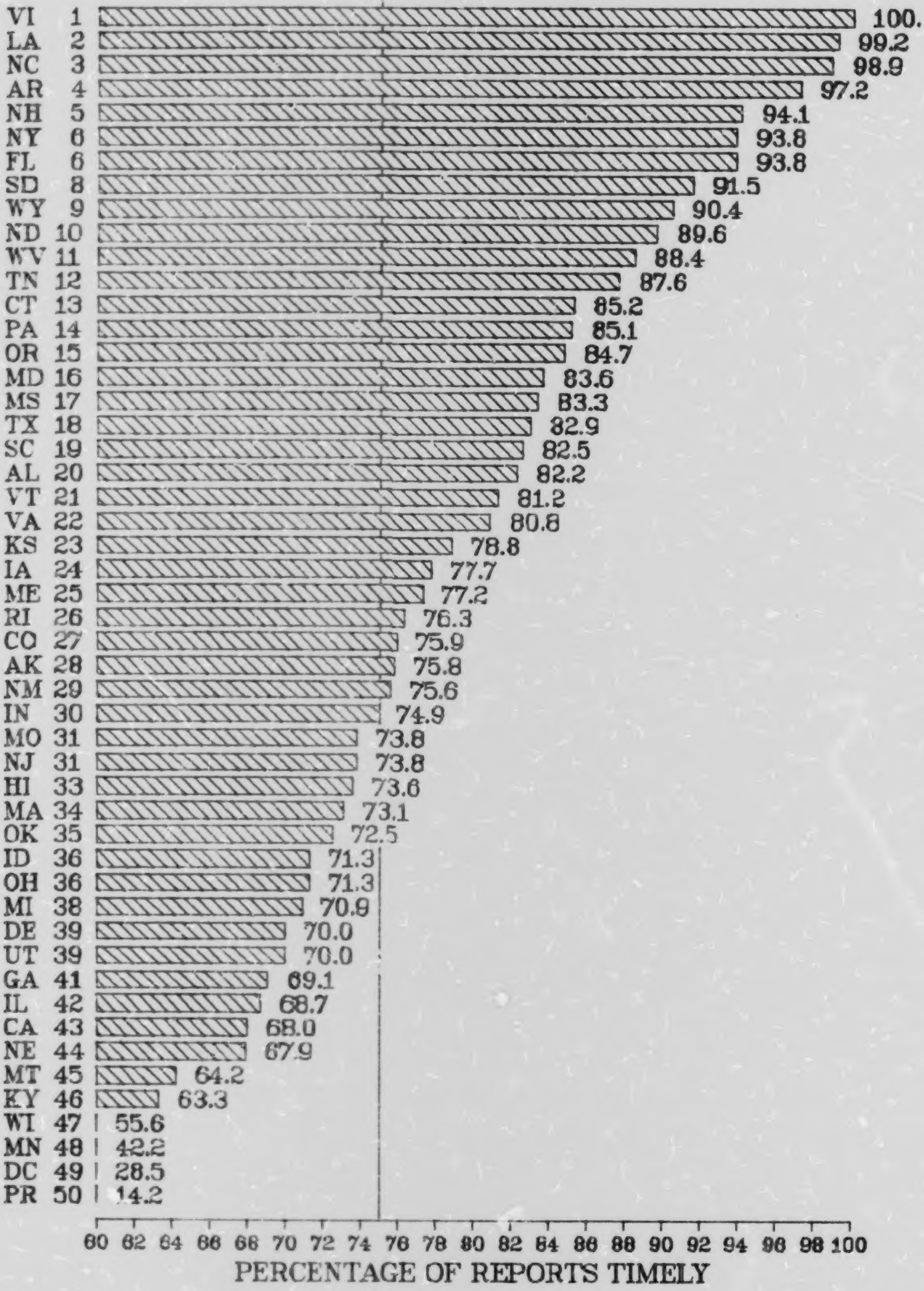
I. Collection Promptness. The Collection Promptness measure is an assessment of the agency's speed in achieving collection of delinquent employer taxes. The results, shown in Figure I-24, represent the percentage of delinquent employers from whom full or partial payment was obtained within 150 days of the end of the quarter for which payments were due. The desired level of achievement is a minimum of 75 percent of the accounts with full or partial payment obtained within 150 days of the end of the quarter. Detailed numerical results can be found in Figure III-26, columns 4-6.

FIGURE I–24
COLLECTIONS PROMPTNESS
(INFORMATION NOT AVAILABLE FOR WA, AZ, NV.)



J. Cash Management. Scores for Cash Management are presented for Employer Accounts promptness, Clearing Account transfer promptness, and Trust Fund withdrawals.

For Employer Accounts, the desired level of achievement is a minimum of 90 percent of the collected taxes deposited within three days of receipt. The percentages deposited timely are shown in Figure I-25. Detailed numerical results can be found in column 3 of Figure III-27.

For Clearing Account transfer promptness, the desired level of achievement is a maximum of two days for which funds are on deposit in the Clearing Account before being transferred to the Trust Fund. The average time funds were on deposit is shown in Figure I-26. Detailed numerical results can be found in column 4 of Figure III-27.

For Trust Fund withdrawals, the desired level of achievement is a maximum of one day for withdrawal of money before paying benefits. The average time money was withdrawn from the Trust Fund before needed to pay benefits is shown in Figure I-27. Detailed numerical results can be found in column 5 of Figure III-27.

FIGURE I–25
EMPLOYER ACCOUNTS PROMPTNESS
(INFORMATION NOT AVAILABLE FOR NV, CO, MN, AZ, AK.)

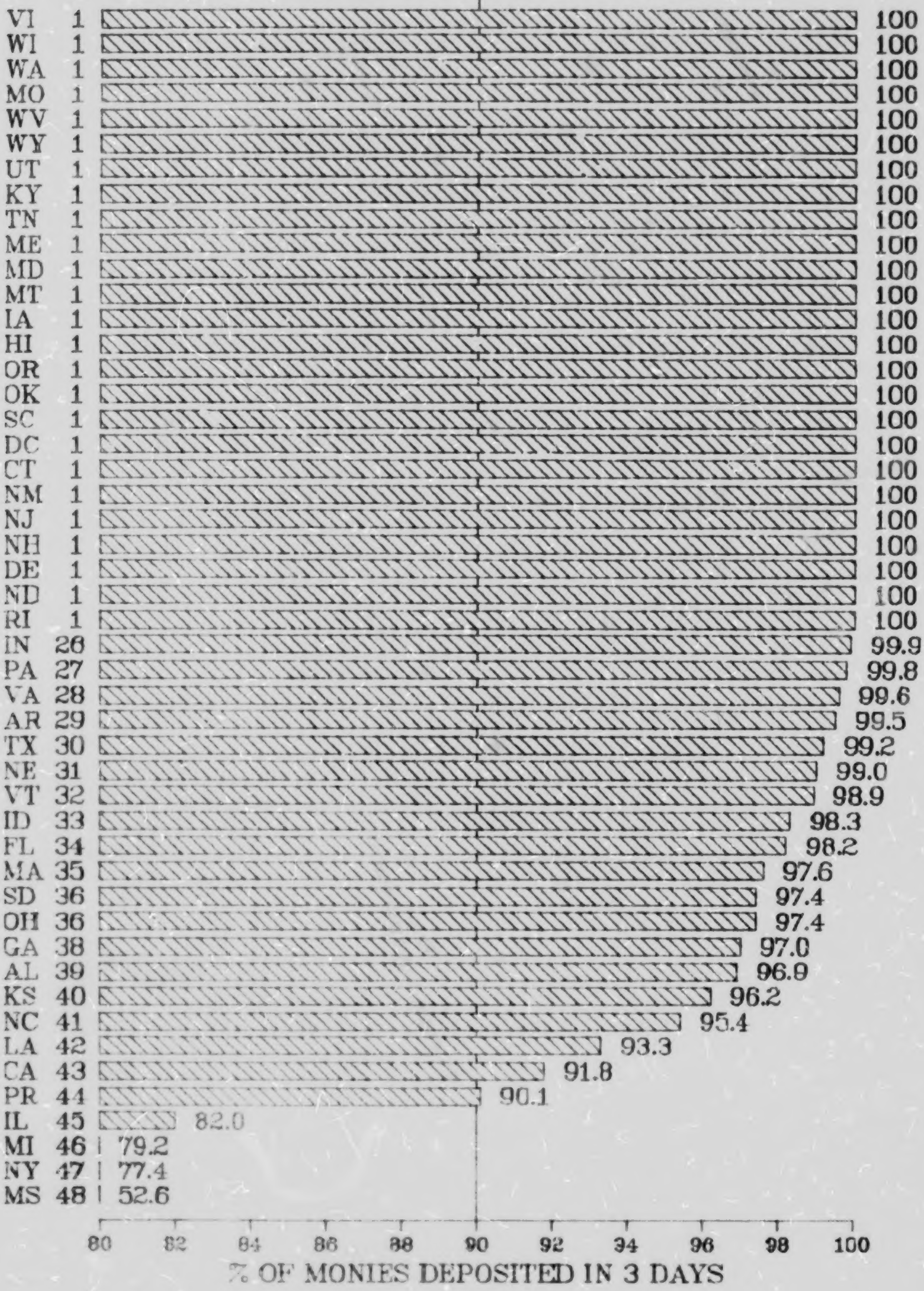


FIGURE I–26
CLEARING ACCOUNT
(INFORMATION NOT AVAILABLE FOR FL, OR, PA.)

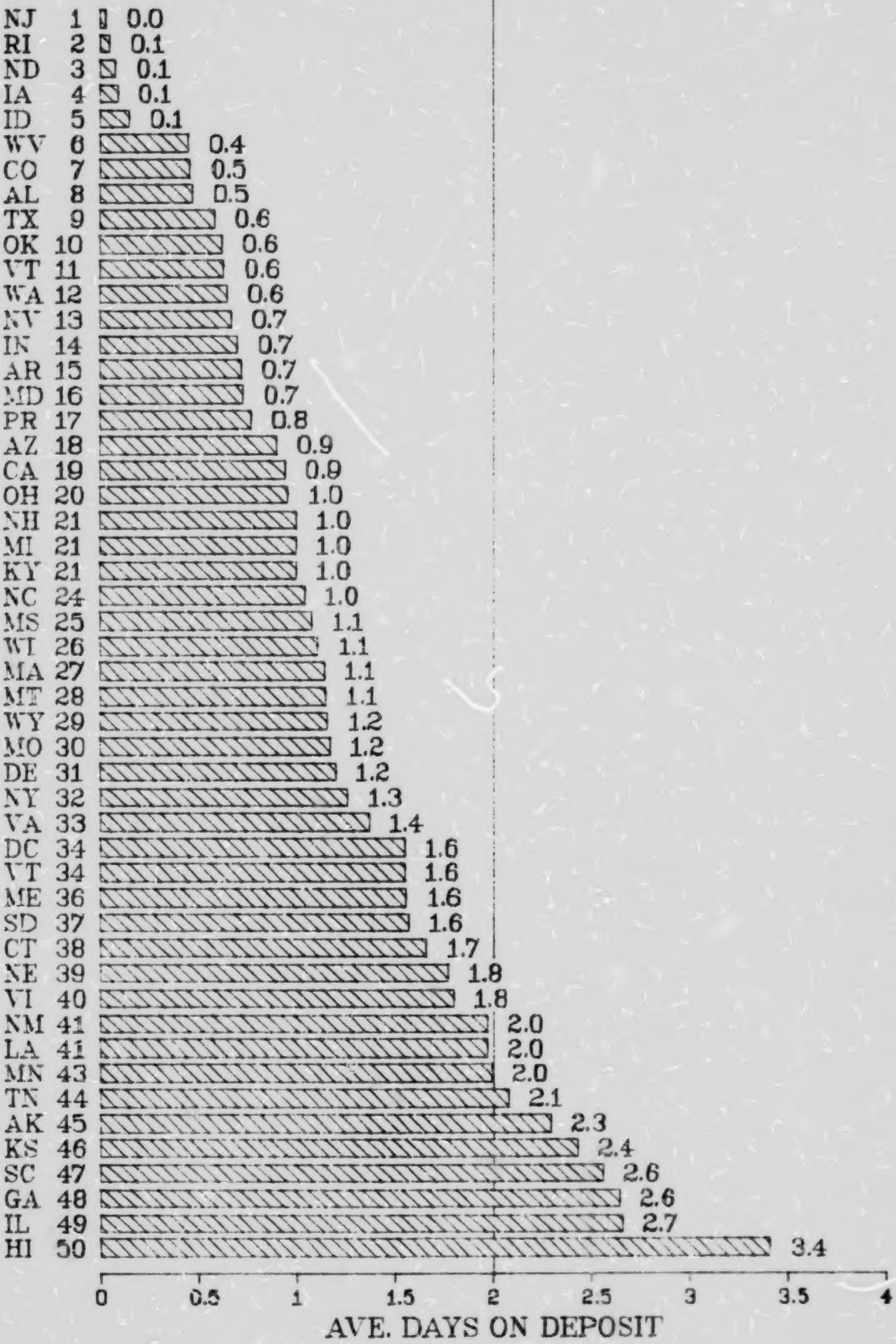
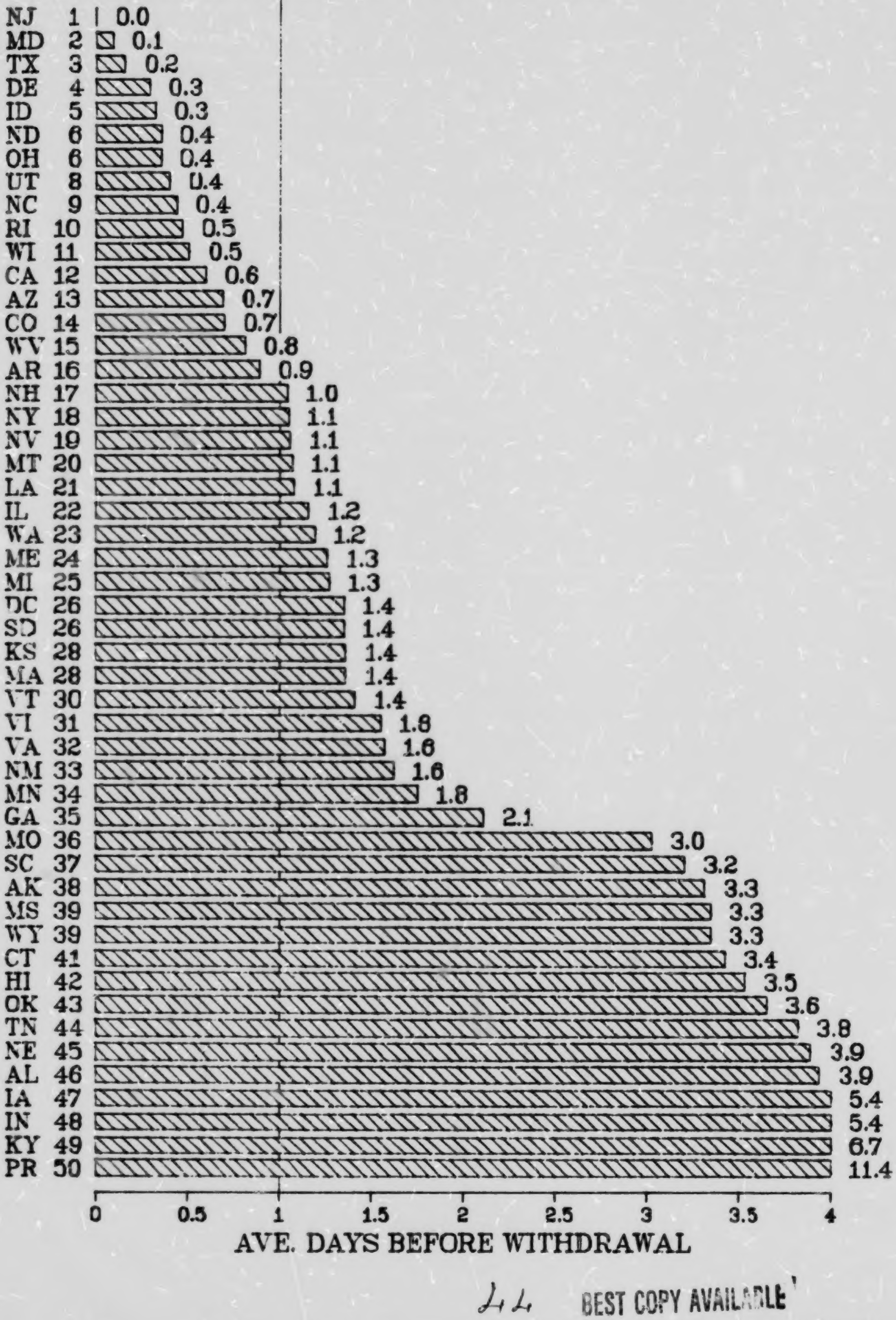


FIGURE I–27
TRUST FUND
(INFORMATION NOT AVAILABLE FOR FL, OR, PA.)



CHAPTER TWO

STUDY METHODOLOGY

This chapter discusses in summary form the steps required to conduct the on-site quality appraisal measurements. In some instances, due to particular conditions in the State, these procedures are modified; however, the basic results remain the same. A more detailed discussion of the methodology can be found in ETA Handbook No. 365, entitled "Unemployment Insurance Quality Appraisal."

I. APPRAISAL PREPARATION

One or two weeks prior to the appraisal, the study team initiates steps to prepare for the appraisal. The steps are outlined below.

A. Selection of Local Offices. Local offices are selected on a random basis to ensure a valid measurement of statewide quality. Up to 10 local offices are chosen depending on the total number of local offices in the State.

B. Determination of Sample Sizes. For most of the measurements in the appraisal system, the sample sizes are based on the following standard statistical formula:

$$n = \frac{Np\,(1-p)}{(N-1)\,\frac{B^2}{1.96^2} + p\,(1-p)}$$

Where:

n = desired sample size
N = population size
p = estimated population proportion (DLA)
B = bound on estimate (.07 to .10)
1.96 corresponds to a 95% confidence interval

The formula provides 95 percent confidence that the estimate will be between seven and 10 percentage points of true value.

For most measurements, the range in the sample sizes between States with the largest and smallest population sizes are minimal. As a result, uniform sample sizes have been prescribed for all States. For other measurements where the range is significant, a reference chart has been provided to simplify identification of the proper sample size for each State. For still other measurements, the formula is not utilized; the sample sizes are determined administratively.

C. Selection of Sample Cases.

1. Initial Claims and Weeks Claimed Performance. Random samples of 25 active claimants are selected from each local office from intrastate UI, UCFE, and UCX. The cases selected are limited to those involving claimants who have filed from one to 26 weeks. The weeks do not have to be consecutive, and combined wage or extended benefit claims are included. All claimants who at the time of sampling are filing during a disqualification period are excluded.

2. Initial Claims Promptness. The State is required to make an analysis of delayed first payments in any area where it did not meet the criteria (for intrastate or interstate) or the desired level of achievement (for UCFE) for the previous 12 month period ending March 31. The sample sizes are: 250 for intrastate, 200 for interstate, and 50 for UCFE. The analysis of 50 delayed UCX first payments is also required. The samples are randomly selected statewide from the most recent 12 months available.

3. Nonmonetary Determinations. Samples of nonmonetary determinations are reviewed for both performance and promptness. Where possible, samples are taken statewide; otherwise, they are divided among the local offices included in the appraisal. Samples are selected from the most recent 12 months available and include both formal and informal determinations from State UI, UCFE, and UCX.

For the performance portion of the appraisal, samples are taken of 70 intrastate separation issues, 60 intrastate nonseparation issues, 30 interstate separation issues, 25 interstate nonseparation issues, and 25 UCFE separation issues.

For the promptness portion of the appraisal, samples are taken of 125 intrastate determinations and 60 interstate determinations. The types of determinations reviewed are limited to issues arising after the initial determinations--issues arising in connection with additional claims and issues arising during claims series.

4. Combined Wage Claims. Measurements in the CWC area require samples of 50 delayed first payments from the most recent 12 months to determine the causes for delay, 70 IB-4s received during the last 12 months to determine the promptness of processing requests for wage transfers, 50 CWC payments made during the third quarter of the fiscal year to determine the billing promptness, and 50 IB-6s received during the third and fourth quarters of the fiscal year to determine reimbursement promptness.

5. Appeals. A random sample of between 20 and 50 intrastate appeal decisions is selected to measure the performance of lower authority appeals. The sample is selected from decisions issued during the most recent 12 months. The sample size depends on the number of referees in the State.

6. Status Determinations. The promptness of establishing employer liability is measured by sampling between 150 and 235 status determinations, depending on the size of the population. The sample is taken from the most recent 12 month period and includes both newly liable accounts and successorships.

7. Field Audits. A sample of 60 to 80 audit reports, depending on the size of the population, is selected for review from the most recent 12 months. The sample includes both verification audits and request audits. It is used to grade performance and to determine the percentage of audits which were verification audits.

8. Collection Promptness. Depending on the size of the population, a sample of 165 to 275 accounts delinquent for the first quarter of the calendar year is reviewed to measure the promptness of collection activity. The sample includes delinquencies of contributions, or of contributions and interest and/or penalty, but not of interest and/or penalty alone. Excluded from the sample are accounts of reimbursable employers, accounts with less than $100 delinquent, and accounts determined uncollectable.

9. Cash Management. The selection of cases for the measurement for the promptness of depositing employer remittances is conducted at a prescribed time--the 10-workday period surrounding the delinquency date for the third quarter of the calendar year. Checks are sampled according to intervals prescribed according to the number of employers in the State. The resultant sample size is generally between 200 and 600. In States where checks are segregated prior to opening, separate samples are taken from each group.

D. Establishment of State Policy Committee. In order to obtain a consistent application for the treatment of potential issues discovered during the interviews for the performance measurements of Initial Claims and Weeks Claimed, a State "Policy Committee" is established. This committee consists of persons knowledgeable of the State law and procedures. It is the function of the committee to review potential issues presented by the interviewers and confirm those issues requiring resolution and reject those issues not requiring resolution.

II. DATA COLLECTION

Routines for the collection and summarization of data are discussed in the following paragraphs. The worksheets and summary sheets referenced can be found in ETA Handbook No. 365.

A. Initial Claims Performance. The appraisal team utilizes claimant interviews in these measurements to determine if any issues were not detected or any improper payments were made. It is recognized that the claimant might withhold some information; however, this review is designed to establish whether the agency made proper payments with the information that was available or which could have been obtained by utilizing proper interviewing techniques.

Samples of intrastate claimants are selected, and the claimants are asked to visit their local offices to be interviewed. In addition to Initial Claims performance, these claimants are utilized for the measurement of Weeks Claimed performance. Key questions are asked which will identify issues in the original initial claim interview and in the weeks claimed process. Any issue uncovered by the interviewer which could affect a claimant's benefits, but was not treated, is written up on a fact-finding sheet to allow the State Policy Committee to rule on the potential issue.

The interview data for this evaluation is posted to Worksheet A. In all cases, the interviewers are to be cognizant of the claimants' rights with respect to confidentiality, and all questions are to be kept within the limits prescribed by the unemployment insurance laws in the State involved and Title III of the Social Security Act.

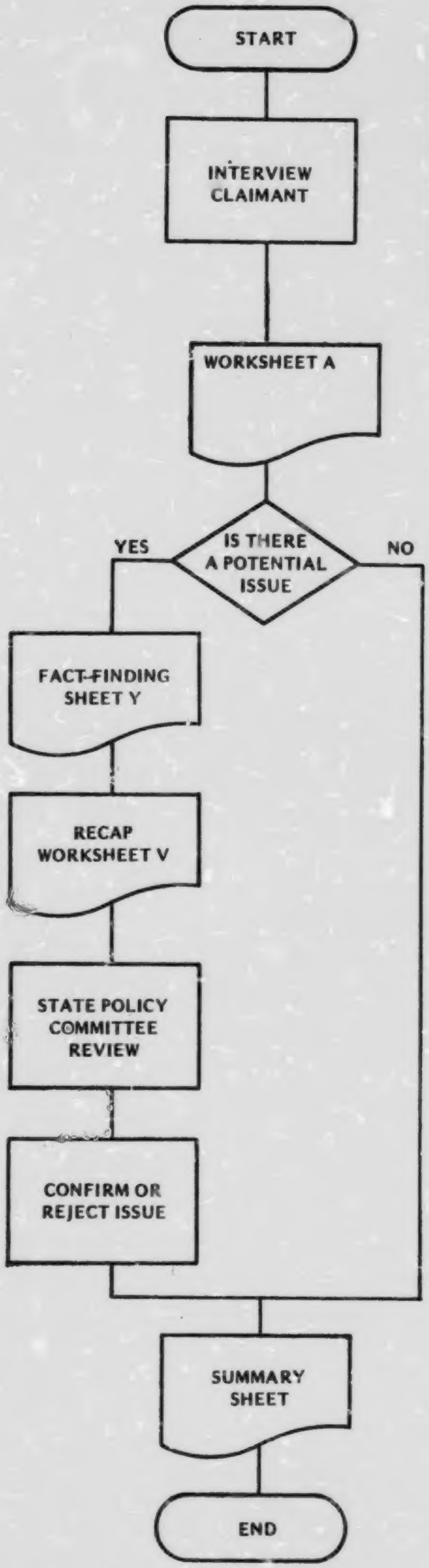
The performance of the Initial Claims and Weeks Claimed activities can be summarized as an assessment of the issues that could affect payments to claimants eligible for benefits. "Potential issues" refer to mistakes which were made or potential nonmonetary determinations which were not recognized which could result in incorrect payment of benefits.

The State Policy Committee meets at the conclusion of the interviews and makes a decision as to the validity of the potential issues based on the facts presented. All potential issues are considered by the Policy Committee and are either confirmed or rejected with the results recorded on Worksheet V.

Summary data for Initial Claims and Weeks Claimed are posted to Summary Sheet ETA 24, "Summary of Claims Data." Percentile scores have been "weighted" to account for differences in the claims volume of the local offices reviewed. Figure II-1 displays the schematic of data documentation and summarization in the areas of Initial Claims and Weeks Claimed performance.

FIGURE II-1

SCHEMATIC
OF DATA COMPILATION
FOR THE INITIAL CLAIMS
AND WEEKS CLAIMED
PERFORMANCE REVIEW


START
INTERVIEW CLAIMANT
WORKSHEET A
IS THERE A POTENTIAL ISSUE
YES
NO
FACT-FINDING SHEET Y
RECAP WORKSHEET V
STATE POLICY COMMITTEE REVIEW
CONFIRM OR REJECT ISSUE
SUMMARY SHEET
END

B. Initial Claims Promptness. The payment promptness of intrastate, interstate, UCFE, and UCX initial claims is determined from the ETA 5-159 Reports for the 12 months ending March 31. The data is not gathered on-site during the appraisal, but is compiled by the national office.

Where the applicable criteria for intrastate or interstate or the desired level of achievement for UCFE was not met during the previous 12 months ending March 31, a review is made of a sample of delayed first payments to identify the reasons for delay. Also, a review is made of a sample of delayed UCX first payments, regardless of States' percentage of timely payments. Claimant files are pulled and examined for each delay in the sample. Worksheets D, E, F, and G are used to record the reasons for delay and to identify whether the reasons were controllable or uncontrollable by the State. The percentages of controllable delays are summarized for all programs on Part I of Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

C. Weeks Claimed Performance. (See Initial Claims Performance in II.A.)

D. Nonmonetary Determinations. This section describes the study routines used to gather and classify data for the evaluation of nonmonetary determinations performance and promptness. When samples are taken from selected local offices rather than taken statewide, computations to determine weighted percentiles are included in the summarization of nonmonetary data to accommodate differences in workloads between the offices.

1. Performance Review. The measurement of the performance of nonmonetary determinations is accomplished using the QPI package, "A Performance Based Quality Control Program for Nonmonetary Adjudication," ETA Handbook No. 301. This system involves grading the quality and completeness of the fact-finding and the correctness of the determination. The grading system allows a maximum of 100 points, with grades of 81 points or above considered acceptable quality. The system also provides a score (51 or above) indicating whether the determinations were in accordance with State law. The results are summarized on Summary Sheet ETA 39A, "Nonmonetary Determination Summary."

2. Promptness Review. The nonmonetary determinations promptness measurements have separate requirements for each of the two types of determinations occurring in the samples. For the intrastate measurement, issues arising in connection with additional claims are to be determined in 14 days or less from the week ending date of the first week claimed; issues arising during a claims series are to be determined in seven days or less from the end of the week in which the issues are determined. For the interstate measurement, issues arising in

connection with additional claims are to be determined in 14 days or less from the end of the week in which the liable State received notification of an issue; issues arising during a claims series are to be determined in seven days or less from the end of the week in which the liable State received notification of an issue. Results of the measurements are documented on Worksheet U, and the percentages are recorded on Summary Sheet ETA 39A.

In addition to measuring time lapse, analyses are conducted of all delayed determinations to identify the reasons for delay and whether these reasons were controllable or uncontrollable by the State. These analyses are required only in States not meeting the DLA for the previous year's measurement. These delays are summarized on Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

E. Combined Wage Claims. This section describes the methods used to collect data for all CWC measurements.

1. Initial Claims Promptness. The payment promptness for CWC is determined from the ETA 586 Reports for the 12 months ending March 31. The data is not gathered on-site during the appraisal, but is compiled by the national office.

In States where the percentage of CWC first payments made in 14/21 days was less than 70 percent timely for the most recent 12 month measurement period, an analysis is made of delayed first payments to identify the causes of delays. Worksheet T is used to record the data from the claimant files sampled. The reasons for delay are identified and judged to be either controllable or uncontrollable by the State. The percentage of controllable delays is summarized on Part I of Summary Sheet ETA 40, "Summary of Controllable Delays and Combined Wage Claims."

2. Transferring State Promptness. A sample of IB-4's which have been completed and returned to paying States is selected and reviewed to determine timeliness. The promptness objectives are (a) seven calendar days when the wages are on record or should be on record and (b) 14 calendar days for wages not required to be on record. Further analyses are made of all cases not timely to determine the causes of delay. The data is recorded on Worksheet C and summarized on Part III of ETA 40.

3. Billing Promptness. A sample of CWC payments is compared with IB-6's sent to the appropriate transferring States. The IB-6's are examined to see if the claims were listed and to measure the time lapse in billing the transferring States. The promptness objective is that billings should be sent in no more than 45 days from the end of the quarter. The data is recorded on Worksheet P and summarized on Part IV of ETA 40.

4. Reimbursement Promptness. A sample of IB-6's received from paying States is reviewed to determine the promptness with which the States make reimbursements. The promptness objective is that reimbursements should be made in no more than 45 days from receipt. The data is recorded on Worksheet Q and summarized on Part V of ETA 40.

F. Appeals. Described in this section are the methods used to collect data necessary to evaluate performance and promptness for the Appeals area.

1. Performance Review. The measurement of the performance of appeals is accomplished using ETA Handbook No. 382, "Appeals Performance Criteria for Evaluating Unemployment Insurance Hearings and Decisions." This package applies specific tests by which recordings of hearings and the written decisions can be evaluated by trained personnel.

The evaluation is conducted of lower-authority, intrastate cases. Certain cases are omitted from the study sample. These include default cases in which the appellant did not appear, multiclaimant cases, cases with inaudible recordings, and hearings and decisions to determine whether an appeal was timely. Also excluded are DUA, TRA, labor disputes, EB, and employer liability hearings.

The appeals hearings selected for review are rated on each of the 30 categories measured in the package. These include 21 related to the hearing and nine related to the decision. The rating of each case is completed on a worksheet contained in the Handbook.

Each category evaluated has an associated value based on how the case rated for that category and the weight of that category as opposed to the others. Each case then receives the sum of the values for all categories which apply to the case. The overall score is then expressed as a percentage of the total possible points that the case could receive.

The States are rated based upon the percentage of cases which receive a score of 80 percent or more. These scores are summarized on Summary Sheet ETA 37, "Appeals Performance Summary."

2. Promptness Review. The measurement for appeals promptness is not done as a part of the appraisal. The data is gathered in the national office on all UI decisions (the total of intrastate and interstate) for both lower authority and higher authority from the MA5-130 Reports for the 12 months ending March 31.

G. Status Determinations. This section describes the method used to measure promptness in establishing employer liability. For each sampled employer, the time lapse from the date the employer first became subject until the employer was officially informed of subject status is calculated and recorded on Worksheet L. The measurement used is the percentage of determinations which are established in 180 days or less and is entered on Summary Sheet ETA 38, "Summary of Tax Operations."

H. Field Audits. This section describes the methods used to collect data in the area of Field Audits.

1. Penetration. The penetration rate for Field Audits is not gathered on-site during the appraisal, but is compiled by the national office. The total number of audits conducted during the four quarters comprising the previous fiscal year is recorded from ETA 581 Reports. The number of subject employers at the end of the second quarter of the fiscal year prior to that fiscal year identified above is obtained from the appropriate ETA 581 Report. From these figures, the percentage of subject employers who were audited is computed.

2. Performance. The measurement for performance in Field Audits is accomplished by reviewing audit reports utilizing the nine questions contained in Attachment No. 14 of ETA Handbook No. 365 and recording the scores on Worksheet R. Scores of 70 points or more are considered passing. The percentage of audit reports obtaining scores of 70 points or more is entered on Summary Sheet ETA 8571, "Field Audit Summary."

I. Report Delinquency. Data to measure the extent of Report Delinquency is not gathered on-site during the appraisal, but is compiled by the national office. ETA 581 Reports for the previous fiscal year are utilized to obtain the total number of employers delinquent in filing reports of wages and taxes. This is compared with the total number of employers shown on the ETA 581 Reports for the four quarters ending June 30 (the corresponding quarters for which employer reports were delinquent) to determine the average of the percentage of employers delinquent in filing reports. The percentage of employers filing reports timely is computed from this data.

J. Collections. Described in this section are the methods used to collect data necessary to measure the performance and promptness of collections.

1. Performance Review. The performance achieved in collecting delinquent employer remittances is not gathered on-site during the appraisal, but is compiled by the national office. Data from the ETA 581 Reports and the MA 2-112 Reports for the previous fiscal year are utilized to determine the net increase or decrease in accounts receivable by the following formula computation:

$$\frac{A - B - C + D}{D}$$

Where:

A = The accounts receivable balance at the beginning of the measurement period - from the ETA 581.

B = The accounts receivable balance at the end of the measurement period - from the ETA 581.

C = The four quarter total of contributions transferred to an uncollectable status during the measurement period - from the ETA 581.

D = The total of contributions and reimbursable payments deposited during the measurement period - from the MA 2-112.

2. Promptness Review. A sample of employer accounts that were delinquent for the first quarter of the calendar year is reviewed to determine the percentage of accounts for which full or partial payments were obtained within 150 days of the end of the quarter. The data is entered on Worksheet S and summarized on Summary Sheet ETA 38.

K. Cash Management. This section describes the methods used to collect data in the area of Cash Management.

1. Employer Accounts. This measurement evaluates the promptness of depositing employer remittances received in the State agency into the Clearing Account. The measurement is accomplished by reviewing a sample of transactions from the third quarter of the calendar year. Over the ten-workday period surrounding the delinquency date, checks are selected at a prescribed interval which is determined by the number of employers in the State. The date of receipt of each check is recorded on Worksheet N. The dollar interval to be sampled is then determined by a computation utilizing the total dollars expected to be received during the quarter. After sufficient time has elapsed to allow for deposit of the checks, those checks in the sample are tracked, and the date of deposit is recorded. The results are expressed as the percentage of dollars deposited within three workdays of receipt and entered on Summary Sheet ETA 38.

2. Clearing Account. This measurement shows the average number of days funds were on deposit in the Clearing Account before being transferred to the Trust Fund. The data is not gathered on-site during the appraisal, but is compiled by the National Office. The figures are obtained from the ETA 8414 Reports for the 12 months of the fiscal year. For States maintaining Clearing Accounts in more than one bank, the figure represents an average of all accounts.

3. Trust Fund. This measurement shows the average number of days money was withdrawn from the Trust Fund before needed to pay benefits. The data is not gathered on-site during the appraisal, but is compiled by the National Office. The figures are obtained from the ETA 8413 Reports for the 12 months of the fiscal year. For States maintaining Benefit Payment Accounts in more than one bank, the figure represents an average of all accounts.

AVAILABLE

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CHAPTER THREE

DETAILED PROJECT RESULTS

This chapter presents charts showing detailed results for all measurements in the Quality Appraisal system. Additionally, other charts are included which show selected data compiled from periodic reports submitted by the States. The entry "INA" (information not available) is used for any of the following situations: the measurements were not conducted, the results were not received timely, or the information on the summary sheets could not be reconciled with the accompanying worksheets. In instances where discrepancies in the measurement question the validity of the scores, the entry "---" is used. Where established, the desired level of achievement is given on the chart.

I. INITIAL CLAIMS

A. Performance. The Initial Claims performance measurement is an assessment of States' effectiveness in accurately processing intrastate claims. Samples of active claimants are selected from those who have drawn up to 26 weeks of benefits. These claimants are called into the local office and interviewed to determine performance in the claims taking processes.

The results of those interviews are summarized in Figure III-1. This measurement was not conducted for FY 1985 in any Random Audit State. The entry "N/R" appears for those States. The total cases reviewed for all of the studied local offices is shown in column 3. The total potential issues and confirmed issues detected are shown in columns 4 and 5.

Potential issues are possible mistakes that were made or potential nonmonetary determinations that were not recognized during the taking of new and additional claims that could result in incorrect payment of benefits. Each potential issue is later confirmed or rejected following review of the case by the State Policy Committee. Nonmonetary determinations that were recognized and adjudicated are not treated as potential issues, regardless of the quality of the determination made, since nonmonetary determination performance is evaluated in another section of the appraisal.

The average number of confirmed issues per 100 cases is shown in column 6. This is a weighted average of the results from individual local offices studied in the State based on the relative size of their workloads. The desired level of achievement for processing initial claims is a maximum of three confirmed issues per 100 cases reviewed.

FIGURE III-1

INITIAL CLAIMS PERFORMANCE

Desired Level of Achievement: Maximum of 3 Confirmed Issues per 100 Cases.

(1)	(2)	(3)	(4)	(5)	(6)
STATE	REG	TOTAL CASES RVWD	TOTAL POT ISSUES	TOTAL CONF ISSUES	CONF ISS/100 CASES
CONNECTICUT	1	N/R	N/R	N/R	N/R
MAINE	1	N/R	N/R	N/R	N/R
MASSACHUSETTS	1	175	0	0	0
NEW HAMPSHIRE	1	N/R	N/R	N/R	N/R
RHODE ISLAND	1	N/R	N/R	N/R	N/R
VERMONT	1	123	0	0	0
NEW JERSEY	2	N/R	N/R	N/R	N/R
NEW YORK	2	N/R	N/R	N/R	N/R
PUERTO RICO	2	N/R	N/R	N/R	N/R
VIRGIN ISLANDS	2	101	3	3	1.0
DELAWARE	3	N/R	N/R	N/R	N/R
DIST OF COL	3	127	6	3	2.4
MARYLAND	3	N/R	N/R	N/R	N/R
PENNSYLVANIA	3	N/R	N/R	N/R	N/R
VIRGINIA	3	N/R	N/R	N/R	N/R
WEST VIRGINIA	3	N/R	N/R	N/R	N/R
ALABAMA	4	N/R	N/R	N/R	N/R
FLORIDA	4	N/R	N/R	N/R	N/R
GEORGIA	4	N/R	N/R	N/R	N/R
KENTUCKY	4	141	7	5	2.2
MISSISSIPPI	4	N/R	N/R	N/R	N/R
NORTH CAROLINA	4	N/R	N/R	N/R	N/R
SOUTH CAROLINA	4	N/R	N/R	N/R	N/R
TENNESSEE	4	N/R	N/R	N/R	N/R
ILLINOIS	5	N/R	N/R	N/R	N/R
INDIANA	5	200	11	9	4.0
MICHIGAN	5	N/R	N/R	N/R	N/R
MINNESOTA	5	N/R	N/R	N/R	N/R
OHIO	5	N/R	N/R	N/R	N/R
WISCONSIN	5	N/R	N/R	N/R	N/R
ARKANSAS	6	N/R	N/R	N/R	N/R
LOUISIANA	6	N/R	N/R	N/R	N/R
NEW MEXICO	6	N/R	N/R	N/R	N/R
OKLAHOMA	6	N/R	N/R	N/R	N/R
TEXAS	6	N/R	N/R	N/R	N/R
IOWA	7	N/R	N/R	N/R	N/R
KANSAS	7	N/R	N/R	N/R	N/R
MISSOURI	7	N/R	N/R	N/R	N/R
NEBRASKA	7	N/R	N/R	N/R	N/R
COLORADO	8	N/R	N/R	N/R	N/R
MONTANA	8	N/R	N/R	N/R	N/R
NORTH DAKOTA	8	N/R	N/R	N/R	N/R
SOUTH DAKOTA	8	N/R	N/R	N/R	N/R
UTAH	8	N/R	N/R	N/R	N/R
WYOMING	8	N/R	N/R	N/R	N/R
ARIZONA	9	N/R	N/R	N/R	N/R
CALIFORNIA	9	N/R	N/R	N/R	N/R
HAWAII	9	100	2	2	.9
NEVADA	9	N/R	N/R	N/R	N/R
ALASKA	10	N/R	N/R	N/R	N/R
IDAHO	10	N/R	N/R	N/R	N/R
OREGON	10	N/R	N/R	N/R	N/R
WASHINGTON	10	N/R	N/R	N/R	N/R

B. Promptness. The Initial Claims promptness measures are assessments of the agencies' ability to make first payments to claimants when due. Results are shown from the following areas: intrastate, interstate, UCFE, and UCX. The time lapse percentages are derived from preliminary data and are subject to revision.

The Secretary of Labor's Standard prescribes the 12 months ending March 31 as the measurement period for intrastate and interstate first payments. (See the Federal Register, Volume 43, No. 146, July 28, 1978.) Figures III-2 and III-3 show the results from the period ending March 31 as recorded on the ETA 5-159 Reports for intrastate and interstate. The figures show the percentages of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States in column 3. Also shown are the percentages paid within 35 days in column 4. The criteria for intrastate are 87 percent paid within 14/21 days and 93 percent paid within 35 days. For interstate, the criteria are 70 percent paid within 14/21 days and 78 percent paid within 35 days.

Figures III-4 and III-5 present the percentages of UCFE and UCX first payments made within the same time frames as for intrastate and interstate as taken from the ETA 5-159 Reports. The desired levels of achievement for UCFE are 70 percent paid within 14/21 days and 78 percent paid within 35 days. For UCX, the desired levels of achievement are 87 percent paid within 14/21 days and 93 percent paid within 35 days.

Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are made for intrastate, interstate, or UCFE where the applicable criteria or desired levels of achievement were not met the previous year; however, UCX analyses are made in all States. The entry "N/R" indicates an analysis was not required. Causes for delays are grouped into two broad categories: controllable delays and uncontrollable delays. Controllable delays include processing errors, processing delays, and procedural constraints. Other causes such as appeal reversals, combined wage claims, and claimant errors are classified as uncontrollable delays. The percentage of controllable delays is shown in column 5. Attainable promptness, shown in column 6, is the sum of column 3 plus the percentage delayed multiplied by column 5 and represents the maximum promptness attainable by the State agency.

FIGURE III-2

INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE INTRASTATE CLAIMS

Criteria: Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

(1)	(2)	(3)	(4)	(5)	(6)
STATE	REG	PERCENT TIMELY 14/21	PERCENT TIMELY 35 DAYS	PERCENT DELAYS CONT	PERCENT ATTAIN -ABLE
CONNECTICUT	1	94.1	97.5	N/R	N/R
MAINE	1	97.1	99.4	N/R	N/R
MASSACHUSETTS	1	91.0	97.8	N/R	N/R
NEW HAMPSHIRE	1	92.7	97.4	N/R	N/R
RHODE ISLAND	1	92.7	98.2	N/R	N/R
VERMONT	1	86.7	96.7	N/R	N/R
NEW JERSEY	2	81.2	94.5	N/R	N/R
NEW YORK	2	78.2	94.3	47.2	88.5
PUERTO RICO	2	77.9	87.8	94.4	98.8
VIRGIN ISLANDS	2	88.5	97.2	57.9	95.2
DELAWARE	3	94.3	96.8	N/R	N/R
DIST OF COL	3	91.4	95.6	INA	INA
MARYLAND	3	91.5	96.4	N/R	N/R
PENNSYLVANIA	3	90.7	97.3	N/R	N/R
VIRGINIA	3	95.8	97.9	N/R	N/R
WEST VIRGINIA	3	87.7	97.6	N/R	N/R
ALABAMA	4	92.5	97.2	N/R	N/R
FLORIDA	4	93.6	97.6	N/R	N/R
GEORGIA	4	94.4	98.0	N/R	N/R
KENTUCKY	4	95.2	98.9	N/R	N/R
MISSISSIPPI	4	94.2	98.6	N/R	N/R
NORTH CAROLINA	4	90.3	97.6	N/R	N/R
SOUTH CAROLINA	4	96.9	99.3	N/R	N/R
TENNESSEE	4	98.0	99.2	N/R	N/R
ILLINOIS	5	90.8	97.0	N/R	N/R
INDIANA	5	90.5	97.5	N/R	N/R
MICHIGAN	5	83.9	93.1	N/R	N/R
MINNESOTA	5	94.5	99.1	N/R	N/R
OHIO	5	84.7	96.0	64.0	94.5
WISCONSIN	5	91.7	95.7	N/R	N/R
ARKANSAS	6	91.5	97.3	N/R	N/R
LOUISIANA	6	87.9	95.1	51.9	94.2
NEW MEXICO	6	90.9	95.9	N/R	N/R
OKLAHOMA	6	91.4	97.6	N/R	N/R
TEXAS	6	92.0	95.9	N/R	N/R
IOWA	7	92.5	97.2	N/R	N/R
KANSAS	7	86.6	96.7	N/R	N/R
MISSOURI	7	90.6	97.6	N/R	N/R
NEBRASKA	7	92.8	98.1	N/R	N/R
COLORADO	8	88.9	95.3	N/R	N/R
MONTANA	8	90.0	96.1	N/R	N/R
NORTH DAKOTA	8	91.0	98.1	N/R	N/R
SOUTH DAKOTA	8	94.8	98.5	N/R	N/R
UTAH	8	86.8	97.0	N/R	N/R
WYOMING	8	79.1	92.6	55.4	90.7
ARIZONA	9	92.5	98.0	N/R	N/R
CALIFORNIA	9	88.9	98.0	79.2	96.7
HAWAII	9	89.9	97.2	N/R	N/R
NEVADA	9	94.7	96.8	N/R	N/R
ALASKA	10	92.9	98.8	N/R	N/R
IDAHO	10	93.5	98.4	N/R	N/R
OREGON	10	87.3	97.1	N/R	N/R
WASHINGTON	10	91.0	97.5	N/R	N/R

FIGURE III-3

INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE INTERSTATE CLAIMS

Criteria: Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date For Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

(1)	(2)	(3)	(4)	(5)	(6)
STATE	REG	PERCENT TIMELY 14/21	PERCENT TIMELY 35 DAYS	PERCENT DELAYS CONT	PERCENT ATTAIN-ABLE
CONNECTICUT	1	61.9	79.9	N/R	N/R
MAINE	1	80.0	97.8	N/R	N/R
MASSACHUSETTS	1	77.7	88.6	N/R	N/R
NEW HAMPSHIRE	1	76.7	90.8	N/R	N/R
RHODE ISLAND	1	87.1	94.8	N/R	N/R
VERMONT	1	63.6	84.7	28.5	74.0
NEW JERSEY	2	46.6	69.4	69.0	83.4
NEW YORK	2	29.6	67.3	65.5	75.7
PUERTO RICO	2	50.5	67.6	93.5	96.8
VIRGIN ISLANDS	2	60.3	88.3	44.9	78.1
DELAWARE	3	77.8	85.7	N/R	N/R
DIST OF COL	3	76.2	88.4	INA	INA
MARYLAND	3	67.4	79.1	N/R	N/R
PENNSYLVANIA	3	71.3	85.4	N/R	N/R
VIRGINIA	3	80.2	87.7	N/R	N/R
WEST VIRGINIA	3	69.2	89.1	N/R	N/R
ALABAMA	4	79.6	89.0	N/R	N/R
FLORIDA	4	81.5	92.0	N/R	N/R
GEORGIA	4	86.9	93.3	N/R	N/R
KENTUCKY	4	66.1	81.9	N/R	N/R
MISSISSIPPI	4	86.8	95.7	N/R	N/R
NORTH CAROLINA	4	72.2	91.2	N/R	N/R
SOUTH CAROLINA	4	92.2	97.1	N/R	N/R
TENNESSEE	4	87.9	93.8	N/R	N/R
ILLINOIS	5	68.8	83.9	N/R	N/R
INDIANA	5	65.8	91.1	N/R	N/R
MICHIGAN	5	76.2	83.3	N/R	N/R
MINNESOTA	5	84.3	95.7	N/R	N/R
OHIO	5	58.4	78.8	53.0	80.4
WISCONSIN	5	66.3	76.1	N/R	N/R
ARKANSAS	6	74.7	90.2	N/R	N/R
LOUISIANA	6	69.5	85.6	N/R	N/R
NEW MEXICO	6	74.9	88.5	N/R	N/R
OKLAHOMA	6	58.0	77.7	N/R	N/R
TEXAS	6	79.5	89.9	N/R	N/R
IOWA	7	68.0	84.5	N/R	N/R
KANSAS	7	72.0	88.1	N/R	N/R
MISSOURI	7	81.3	94.0	N/R	N/R
NEBRASKA	7	73.2	91.9	N/R	N/R
COLORADO	8	63.6	91.3	N/R	N/R
MONTANA	8	76.3	89.9	N/R	N/R
NORTH DAKOTA	8	78.5	93.4	N/R	N/R
SOUTH DAKOTA	8	84.2	94.3	N/R	N/R
UTAH	8	73.2	87.9	N/R	N/R
WYOMING	8	64.7	81.9	74.5	91.0
ARIZONA	9	75.5	90.9	N/R	N/R
CALIFORNIA	9	65.1	89.4	59.0	85.7
HAWAII	9	74.1	88.6	N/R	N/R
NEVADA	9	77.0	86.9	N/R	N/R
ALASKA	10	77.0	93.6	N/R	N/R
IDAHO	10	68.1	67.5	N/R	N/R
OREGON	10	73.7	91.0	N/R	N/R
WASHINGTON	10	70.4	89.6	N/R	N/R

FIGURE III-4

INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE UCFE CLAIMS

Desired Level of Achievement: Minimum of 70 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 78 Percent Made Within 35 Days of First Compensable Week Ending Date.

(1)	(2)	(3)	(4)	(5)	(6)
STATE	REG	PERCENT TIMELY 14/21	PERCENT TIMELY 35 DAYS	PERCENT DELAYS CONT	PERCENT ATTAIN-ABLE
CONNECTICUT	1	81.1	92.4	N/R	N/R
MAINE	1	91.7	98.6	N/R	N/R
MASSACHUSETTS	1	70.4	95.2	88.0	96.4
NEW HAMPSHIRE	1	72.5	86.8	N/R	N/R
RHODE ISLAND	1	88.2	96.1	N/R	N/R
VERMONT	1	68.3	93.3	31.6	78.3
NEW JERSEY	2	79.1	93.9	N/R	N/R
NEW YORK	2	80.0	95.5	N/R	N/R
PUERTO RICO	2	62.1	82.2	98.0	99.2
VIRGIN ISLANDS	2	35.7	50.0	N/R	N/R
DELAWARE	3	67.0	87.9	N/R	N/R
DIST OF COL	3	82.5	92.7	INA	INA
MARYLAND	3	75.8	87.1	N/P	N/R
PENNSYLVANIA	3	80.2	91.2	N/R	N/R
VIRGINIA	3	89.8	95.9	N/R	N/R
WEST VIRGINIA	3	83.2	95.1	N/R	N/R
ALABAMA	4	91.6	96.7	N/R	N/R
FLORIDA	4	86.4	94.9	N/R	N/R
GEORGIA	4	86.0	94.9	N/R	N/R
KENTUCKY	4	85.8	96.2	N/R	N/R
MISSISSIPPI	4	86.2	94.7	N/R	N/R
NORTH CAROLINA	4	79.7	95.0	N/R	N/R
SOUTH CAROLINA	4	84.3	96.4	N/R	N/R
TENNESSEE	4	96.9	99.0	N/R	N/R
ILLINOIS	5	82.8	92.6	N/R	N/R
INDIANA	5	69.1	97.1	72.0	91.3
MICHIGAN	5	68.3	85.8	94.7	98.3
MINNESOTA	5	82.4	97.3	N/R	N/R
OHIO	5	68.5	88.5	80.5	93.9
WISCONSIN	5	70.8	86.2	N/R	N/R
ARKANSAS	6	85.7	95.2	N/R	N/R
LOUISIANA	6	72.4	87.6	N/R	N/R
NEW MEXICO	6	89.2	97.2	N/R	N/R
OKLAHOMA	6	69.4	90.8	N/R	N/R
TEXAS	6	81.6	92.5	N/R	N/R
IOWA	7	74.4	89.3	N/R	N/R
KANSAS	7	79.3	92.5	N/R	N/R
MISSOURI	7	76.4	95.6	N/R	N/R
NEBRASKA	7	85.3	97.0	N/R	N/R
COLORADO	8	85.5	92.7	N/R	N/R
MONTANA	8	89.3	97.6	N/R	N/R
NORTH DAKOTA	8	81.1	93.9	N/R	N/R
SOUTH DAKOTA	8	93.0	98.6	N/R	N/R
UTAH	8	90.8	98.7	N/R	N/R
WYOMING	8	87.9	94.7	N/R	N/R
ARIZONA	9	88.5	97.6	N/R	N/R
CALIFORNIA	9	63.0	90.1	82.0	93.3
HAWAII	9	88.6	97.6	N/R	N/R
NEVADA	9	90.9	94.9	N/R	N/R
ALASKA	10	89.5	97.3	N/R	N/R
IDAHO	10	51.0	91.0	82.0	91.2
OREGON	10	70.7	94.1	N/R	N/R
WASHINGTON	10	80.5	94.4	N/R	N/R

FIGURE III-5

INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE
UCX CLAIMS

Desired Level of Achievement: Minimum of 87 Percent Made Within 14 Days of First Compensable Week Ending Date for Waiting Week States and Within 21 Days of First Compensable Week Ending Date for Nonwaiting Week States. Minimum of 93 Percent Made Within 35 Days of First Compensable Week Ending Date.

(1)	(2)	(3)	(4)	(5)	(6)
STATE	REG	PERCENT TIMELY 14/21	PERCENT TIMELY 35 DAYS	PERCENT DELAYS CONT	PERCENT ATTAIN-ABLE
CONNECTICUT	1	95.3	97.0	N/R	N/R
MAINE	1	96.0	99.2	N/R	N/R
MASSACHUSETTS	1	95.2	97.6	47.1	97.5
NEW HAMPSHIRE	1	82.2	93.1	N/R	N/R
RHODE ISLAND	1	93.2	97.4	N/R	N/R
VERMONT	1	94.7	96.7	N/R	N/R
NEW JERSEY	2	88.9	96.1	48.1	94.2
NEW YORK	2	91.3	98.1	48.0	95.5
PUERTO RICO	2	77.2	92.1	94.0	98.6
VIRGIN ISLANDS	2	93.4	96.7	N/R	N/R
DELAWARE	3	92.5	95.6	N/R	N/R
DIST OF COL	3	82.5	95.5	28.0	87.4
MARYLAND	3	91.3	96.4	N/R	N/R
PENNSYLVANIA	3	89.8	95.7	52.0	95.1
VIRGINIA	3	96.3	98.4	44.0	97.9
WEST VIRGINIA	3	91.0	96.9	47.2	95.2
ALABAMA	4	89.3	95.5	60.0	95.7
FLORIDA	4	91.4	97.9	50.0	95.7
GEORGIA	4	92.8	97.2	84.8	98.9
KENTUCKY	4	86.7	97.5	76.0	96.8
MISSISSIPPI	4	94.4	97.2	33.3	96.3
NORTH CAROLINA	4	94.0	98.6	88.0	99.3
SOUTH CAROLINA	4	94.8	98.7	14.0	95.5
TENNESSEE	4	98.6	99.7	37.5	99.1
ILLINOIS	5	87.1	95.1	84.0	97.9
INDIANA	5	86.4	97.1	60.0	94.6
MICHIGAN	5	88.4	96.4	85.0	98.3
MINNESOTA	5	84.5	95.4	12.0	86.4
OHIO	5	84.1	95.2	74.4	95.9
WISCONSIN	5	84.7	92.6	70.0	95.4
ARKANSAS	6	88.9	95.9	52.0	94.7
LOUISIANA	6	87.1	94.3	58.0	94.6
NEW MEXICO	6	90.8	98.1	40.0	94.5
OKLAHOMA	6	90.4	96.3	57.1	95.9
TEXAS	6	91.6	96.8	74.0	97.8
IOWA	7	92.7	96.4	25.0	94.5
KANSAS	7	90.7	97.9	24.0	92.9
MISSOURI	7	92.3	98.3	22.0	94.0
NEBRASKA	7	89.5	95.4	50.0	94.8
COLORADO	8	93.4	96.6	56.0	97.1
MONTANA	8	94.0	97.7	40.0	96.4
NORTH DAKOTA	8	90.4	97.3	28.6	93.1
SOUTH DAKOTA	8	93.0	98.1	28.6	95.0
UTAH	8	87.9	95.8	60.0	95.2
WYOMING	8	88.7	96.7	45.5	93.8
ARIZONA	9	89.1	96.2	46.7	94.2
CALIFORNIA	9	76.9	94.6	70.0	93.1
HAWAII	9	95.3	98.7	24.2	96.4
NEVADA	9	94.9	97.2	40.0	96.9
ALASKA	10	90.3	95.0	57.9	95.9
IDAHO	10	87.5	96.9	74.1	96.8
OREGON	10	85.6	96.4	60.0	94.2
WASHINGTON	10	84.6	94.9	N/R	N/R

II. WEEKS CLAIMED

The weeks claimed performance measurement is an assessment of the States' effectiveness in accurately processing intrastate continued claims. The samples of claimants that were interviewed for the Initial Claims performance measurement are also interviewed for the Weeks Claimed performance measurement. The results of those interviews are summarized in Figures III-6 and III-7. This measurement was not conducted for FY 1985 in Random Audit States. The entry "N/R" appears for those States.

The issues detected are shown in Figure III- The total cases reviewed is shown in column 3. The total potential issues detected and the total confirmed issues detected are shown in columns 4 and 5. Potential issues in the Weeks Claimed area are possible mistakes that were made or potential nonmonetary determinations that were not recognized which may have affected the benefit payments. Nonmonetary determinations that were recognized and adjudicated are not treated as potential issues, regardless of the quality of the determination made, since nonmonetary determinations performance is evaluated in another section of this appraisal. Each potential issue is later reviewed by the State Policy Committee. The State Policy Committee either confirms or rejects the interviewer's findings. The average number of confirmed issues per 100 cases is shown in column 6. This is a weighted average of the results in the individual local offices studied in the State based on the relative size of their workloads. No desired level of achievement has been established for issues detected.

The weeks affected are shown in Figure III-7. In each instance in which an issue is identified, the interviewer determines the number of weeks affected associated with the specific type of issue during which payments were made. The total weeks claimed reviewed is shown in column 4. The number of weeks affected is shown in column 5. The percentage of the total weeks claimed which were affected by confirmed issues is shown in column 6. This, also, is a weighted average. The desired level of achievement is a maximum of seven percent of total weeks claimed being affected by weeks claimed issues.

FIGURE III-6

WEEKS CLAIMED PERFORMANCE -- ISSUES DETECTED

Desired Level of Achievement: See Figure III-7.

(1)	(2)	(3)	(4)	(5)	(6)
STATE	REG	TOTAL CASES RVWD	TOTAL POT ISSUES	TOTAL CONF ISSUES	CONF ISS/100 CASES
CONNECTICUT	1	N/R	N/R	N/R	N/R
MAINE	1	N/R	N/R	N/R	N/R
MASSACHUSETTS	1	175	2	2	1.0
NEW HAMPSHIRE	1	N/R	N/R	N/R	N/R
RHODE ISLAND	1	N/R	N/R	N/R	N/R
VERMONT	1	123	12	4	2.5
NEW JERSEY	2	N/R	N/R	N/R	N/R
NEW YORK	2	N/R	N/R	N/R	N/R
PUERTO RICO	2	N/R	N/R	N/R	N/R
VIRGIN ISLANDS	2	101	3	3	1.0
DELAWARE	3	N/R	N/R	N/R	N/R
DIST OF COL	3	127	14	4	3.6
MARYLAND	3	N/R	N/R	N/R	N/R
PENNSYLVANIA	3	N/R	N/R	N/R	N/R
VIRGINIA	3	N/R	N/R	N/R	N/R
WEST VIRGINIA	3	N/R	N/R	N/R	N/R
ALABAMA	4	N/R	N/R	N/R	N/R
FLORIDA	4	N/R	N/R	N/R	N/R
GEORGIA	4	N/R	N/R	N/R	N/R
KENTUCKY	4	141	7	5	2.2
MISSISSIPPI	4	N/R	N/R	N/R	N/R
NORTH CAROLINA	4	N/R	N/R	N/R	N/R
SOUTH CAROLINA	4	N/R	N/R	N/R	N/R
TENNESSEE	4	N/R	N/R	N/R	N/R
ILLINOIS	5	N/R	N/R	N/R	N/R
INDIANA	5	200	29	29	15.5
MICHIGAN	5	N/R	N/R	N/R	N/R
MINNESOTA	5	N/R	N/R	N/R	N/R
OHIO	5	N/R	N/R	N/R	N/R
WISCONSIN	5	N/R	N/R	N/R	N/R
ARKANSAS	6	N/R	N/R	N/R	N/R
LOUISIANA	6	N/R	N/R	N/R	N/R
NEW MEXICO	6	N/R	N/R	N/R	N/R
OKLAHOMA	6	N/R	N/R	N/R	N/R
TEXAS	6	N/R	N/R	N/R	N/R
IOWA	7	N/R	N/R	N/R	N/R
KANSAS	7	N/R	N/R	N/R	N/R
MISSOURI	7	N/R	N/R	N/R	N/R
NEBRASKA	7	N/R	N/R	N/R	N/R
COLORADO	8	N/R	N/R	N/R	N/R
MONTANA	8	N/R	N/R	N/R	N/R
NORTH DAKOTA	8	N/R	N/R	N/R	N/R
SOUTH DAKOTA	8	N/R	N/R	N/R	N/R
UTAH	8	N/R	N/R	N/R	N/R
WYOMING	8	N/R	N/R	N/R	N/R
ARIZONA	9	N/R	N/R	N/R	N/R
CALIFORNIA	9	N/R	N/R	N/R	N/R
HAWAII	9	100	11	10	6.9
NEVADA	9	N/R	N/R	N/R	N/R
ALASKA	10	N/R	N/R	N/R	N/R
IDAHO	10	N/R	N/R	N/R	N/R
OREGON	10	N/R	N/R	N/R	N/R
WASHINGTON	10	N/R	N/R	N/R	N/R

FIGURE III-7

WEEKS CLAIMED PERFORMANCE -- WEEKS AFFECTED

Desired Level of Achievement: Maximum of 7 Percent of Weeks Claimed Affected by Confirmed Weeks Claimed Issues.

(1) STATE	(2) REG	(3) TOTAL CASES RVWD	(4) TOTAL WC RVWD	(5) NUMBER WC AFFECTED	(6) PERCENT WC AFFECTED
CONNECTICUT	1	N/R	N/R	N/R	N/R
MAINE	1	N/R	N/R	N/R	N/R
MASSACHUSETTS	1	175	2206	13	.4
NEW HAMPSHIRE	1	N/R	N/R	N/R	N/R
RHODE ISLAND	1	N/R	N/R	N/R	N/R
VERMONT	1	123	1985	25	1.2
NEW JERSEY	2	N/R	N/R	N/R	N/R
NEW YORK	2	N/R	N/R	N/R	N/R
PUERTO RICO	2	N/R	N/R	N/R	N/R
VIRGIN ISLANDS	2	101	1078	6	.3
DELAWARE	3	N/R	N/R	N/R	N/R
DIST OF COL	3	127	1567	46	2.1
MARYLAND	3	N/R	N/R	N/R	N/R
PENNSYLVANIA	3	N/R	N/R	N/R	N/R
VIRGINIA	3	N/R	N/R	N/R	N/R
WEST VIRGINIA	3	N/R	N/R	N/R	N/R
ALABAMA	4	N/R	N/R	N/R	N/R
FLORIDA	4	N/R	N/R	N/R	N/R
GEORGIA	4	N/R	N/R	N/R	N/R
KENTUCKY	4	141	2740	36	.8
MISSISSIPPI	4	N/R	N/R	N/R	N/R
NORTH CAROLINA	4	N/R	N/R	N/R	N/R
SOUTH CAROLINA	4	N/R	N/R	N/R	N/R
TENNESSEE	4	N/R	N/R	N/R	N/R
ILLINOIS	5	N/R	N/R	N/R	N/R
INDIANA	5	200	2387	158	7.1
MICHIGAN	5	N/R	N/R	N/R	N/R
MINNESOTA	5	N/R	N/R	N/R	N/R
OHIO	5	N/R	N/R	N/R	N/R
WISCONSIN	5	N/R	N/R	N/R	N/R
ARKANSAS	6	N/R	N/R	N/R	N/R
LOUISIANA	6	N/R	N/R	N/R	N/R
NEW MEXICO	6	N/R	N/R	N/R	N/R
OKLAHOMA	6	N/R	N/R	N/R	N/R
TEXAS	6	N/R	N/R	N/R	N/R
IOWA	7	N/R	N/R	N/R	N/R
KANSAS	7	N/R	N/R	N/R	N/R
MISSOURI	7	N/R	N/R	N/R	N/R
NEBRASKA	7	N/R	N/R	N/R	N/R
COLORADO	8	N/R	N/R	N/R	N/R
MONTANA	8	N/R	N/R	N/R	N/R
NORTH DAKOTA	8	N/R	N/R	N/R	N/R
SOUTH DAKOTA	8	N/R	N/R	N/R	N/R
UTAH	8	N/R	N/R	N/R	N/R
WYOMING	8	N/R	N/R	N/R	N/R
ARIZONA	9	N/R	N/R	N/R	N/R
CALIFORNIA	9	N/R	N/R	N/R	N/R
HAWAII	9	100	1381	57	3.0
NEVADA	9	N/R	N/R	N/R	N/R
ALASKA	10	N/R	N/R	N/R	N/R
IDAHO	10	N/R	N/R	N/R	N/R
OREGON	10	N/R	N/R	N/R	N/R
WASHINGTON	10	N/R	N/R	N/R	N/R

III. NONMONETARY DETERMINATIONS

A. Performance. The Nonmonetary Determinations performance measurement utilizes the "Performance Based Quality Control Program for Nonmonetary Adjudication" package (QPI), ETA Handbook No. 301, and involves an evaluation of the completeness and specificity of the fact-finding process and an appraisal of the determination. Samples are selected statewide, if possible, otherwise from the local offices used for claimant interviews. Five categories of issues are reviewed--intrastate separation issues, intrastate nonseparation issues, interstate separation issues, interstate nonseparation issues and UCFE separation issues.

The results for intrastate separation and intrastate nonseparation issues are shown in Figures III-8 and III-9 respectively. The total number of cases reviewed is shown in column 3. Column 4 shows the percentage of cases meeting the law--scores of 51 points or more. Column 5 shows the percentage of cases considered to have acceptable quality--scores of 81 points or more. In States where samples were not selected statewide, the percentages in columns 4 and 5 are weighted averages of the results from the individual local offices studied based on the relative sizes of their workloads. The desired level of achievement for intrastate separation issues is a minimum of 75 percent of the cases meeting quality. For intrastate nonseparation issues, the desired level of achievement is a minimum of 80 percent of the cases meeting quality.

The results for interstate separation and interstate nonseparation issues are shown in Figures III-10 and III-11 respectively. The format is the same as the intrastate format in Figures III-8 and III-9. No desired levels of achievement have been established for interstate.

The results for UCFE separation issues are shown in Figure III-12. The format is the same as the intrastate format in Figures III-8 and III-9. No desired level of achievement has been established for UCFE.

FIGURE III-8

NONMONETARY DETERMINATIONS PERFORMANCE
INTRASTATE SEPARATION ISSUES

Desired Level of Achievement: Minimum of 75 Percent of Cases Having Acceptable Scores.

(1) STATE	(2) REG	(3) TOTAL CASES RVWD	(4) PERCENT MEETING LAW	(5) PERCENT CASES PASSING
CONNECYICUT	1	70	98.6	90.0
MAINE	1	72	98.9	68.0
MASSACHUSETTS	1	88	97.7	68.2
NEW HAMPSHIRE	1	70	100.0	81.3
RHODE ISLAND	1	68	89.5	41.1
VERMONT	1	70	93.7	95.7
NEW JERSEY	2	74	100.0	62.2
NEW YORK	2	71	100.0	78.9
PUERTO RICO	2	70	100.0	31.4
VIRGIN ISLANDS	2	71	90.0	74.9
DELAWARE	3	70	98.6	61.4
DIST OF COL	3	74	94.6	78.4
MARYLAND	3	70	91.4	68.6
PENNSYLVANIA	3	70	98.6	85.7
VIRGINIA	3	70	100.0	82.9
WEST VIRGINIA	3	76	100.0	68.4
ALABAMA	4	70	97.1	85.7
FLORIDA	4	70	100.0	80.0
GEORGIA	4	70	100.0	72.9
KENTUCKY	4	70	100.0	60.0
MISSISSIPPI	4	70	98.6	82.9
NORTH CAROLINA	4	79	98.7	91.1
SOUTH CAROLINA	4	70	98.6	77.1
TENNESSEE	4	70	71.4	71.4
ILLINOIS	5	70	95.7	82.9
INDIANA	5	70	92.9	37.1
MICHIGAN	5	75	96.9	65.8
MINNESOTA	5	70	98.6	65.7
OHIO	5	70	92.8	62.8
WISCONSIN	5	70	100.0	64.3
ARKANSAS	6	70	100.0	60.0
LOUISIANA	6	77	99.1	77.6
NEW MEXICO	6	72	98.6	51.4
OKLAHOMA	6	70	90.2	59.7
TEXAS	6	68	98.5	70.6
IOWA	7	76	97.4	56.6
KANSAS	7	72	98.6	45.8
MISSOURI	7	70	95.7	82.9
NEBRASKA	7	70	100.0	70.0
COLORADO	8	70	100.0	92.9
MONTANA	8	73	97.3	91.8
NORTH DAKOTA	8	70	100.0	91.4
SOUTH DAKOTA	8	70	100.0	88.6
UTAH	8	75	100.0	88.0
WYOMING	8	70	98.6	71.4
ARIZONA	9	---	---	---
CALIFORNIA	9	70	99.2	86.3
HAWAII	9	70	94.9	93.9
NEVADA	9	70	97.1	81.4
ALASKA	10	70	95.7	55.7
IDAHO	10	115	99.1	83.5
OREGON	10	70	80.0	55.7
WASHINGTON	10	70	98.6	70.0

FIGURE III-9

NONMONETARY DETERMINATIONS PERFORMANCE INTRASTATE NONSEPARATION ISSUES

Desired Level of Achievement: Minimum of 80 Percent of Cases Having Acceptable Scores.

(1)	(2)	(3)	(4)	(5)
STATE	REG	TOTAL CASES RVWD	PERCENT MEETING LAW	PERCENT CASES PASSING
CONNECTICUT	1	60	100.0	83.3
MAINE	1	61	95.0	70.5
MASSACHUSETTS	1	76	96.1	75.0
NEW HAMPSHIRE	1	60	97.1	69.8
RHODE ISLAND	1	68	90.9	23.6
VERMONT	1	60	95.0	91.7
NEW JERSEY	2	63	100.0	85.7
NEW YORK	2	68	95.6	80.9
PUERTO RICO	2	60	100.0	53.3
VIRGIN ISLANDS	2	81	92.7	91.8
DELAWARE	3	60	100.0	88.3
DIST OF COL	3	61	98.4	91.8
MARYLAND	3	60	91.7	76.7
PENNSYLVANIA	3	60	98.3	96.7
VIRGINIA	3	60	96.7	86.7
WEST VIRGINIA	3	97	97.9	78.4
ALABAMA	4	61	98.4	95.1
FLORIDA	4	60	100.0	88.3
GEORGIA	4	60	98.3	73.3
KENTUCKY	4	60	96.7	61.7
MISSISSIPPI	4	60	100.0	93.3
NORTH CAROLINA	4	60	98.3	86.7
SOUTH CAROLINA	4	60	100.0	91.7
TENNESSEE	4	60	80.0	80.0
ILLINOIS	5	60	98.3	80.0
INDIANA	5	60	90.0	55.0
MICHIGAN	5	60	96.5	54.7
MINNESOTA	5	60	96.7	36.7
OHIO	5	60	95.3	78.9
WISCONSIN	5	50	98.3	50.0
ARKANSAS	6	64	100.0	70.3
LOUISIANA	6	71	99.3	90.5
NEW MEXICO	6	60	98.3	81.7
OKLAHOMA	6	60	84.4	77.1
TEXAS	6	58	100.0	81.0
IOWA	7	60	95.0	76.7
KANSAS	7	60	98.3	63.3
MISSOURI	7	60	98.3	81.7
NEBRASKA	7	60	98.3	95.0
COLORADO	8	67	100.0	94.0
MONTANA	8	60	95.0	88.3
NORTH DAKOTA	8	60	100.0	100.0
SOUTH DAKOTA	8	60	100.0	98.3
UTAH	8	60	98.3	98.3
WYOMING	8	60	98.3	95.0
ARIZONA	9	---	---	---
CALIFORNIA	9	66	100.0	88.7
HAWAII	9	60	98.0	89.9
NEVADA	9	60	100.0	71.7
ALASKA	10	60	98.3	70.0
IDAHO	10	66	100.0	84.8
OREGON	10	62	82.9	72.6
WASHINGTON	10	60	98.3	70.0

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FIGURE III-10

NONMONETARY DETERMINATIONS PERFORMANCE INTERSTATE SEPARATION ISSUES

Desired Level of Achievement: None Currently Established For This Activity.

(1)	(2)	(3)	(4)	(5)	(1)	(2)	(3)	(4)	(5)
STATE	REG	TOTAL CASES RVWD	PERCENT MEETING LAW	PERCENT CASES PASSING	STATE	REG	TOTAL CASES RVWD	PERCENT MEETING LAW	PERCENT CASES PASSING
CONNECTICUT	1	25	100.0	84.0	MINNESOTA	5	25	92.0	48.0
MAINE	1	25	92.0	48.0	OHIO	5	25	100.0	57.2
MASSACHUSETTS	1	7	100.0	100.0	WISCONSIN	5	25	92.0	56.0
NEW HAMPSHIRE	1	15	100.0	80.0	ARKANSAS	6	25	100.0	77.8
RHODE ISLAND	1	19	94.7	52.6	LOUISIANA	6	27	100.0	71.1
VERMONT	1	25	96.0	92.0	NEW MEXICO	6	25	92.0	64.0
NEW JERSEY	2	29	96.6	72.4	OKLAHOMA	6	25	94.5	81.8
NEW YORK	2	26	92.3	84.6	TEXAS	6	25	92.0	72.0
PUERTO RICO	2	25	100.0	44.0	IOWA	7	25	92.0	76.0
VIRGIN ISLANDS	2	INA	INA	INA	KANSAS	7	25	100.0	88.0
DELAWARE	3	25	100.0	72.0	MISSOURI	7	25	76.0	96.0
DIST OF COL	3	25	100.0	96.0	NEBRASKA	7	25	100.0	100.0
MARYLAND	3	25	100.0	100.0	COLORADO	8	25	100.0	88.0
PENNSYLVANIA	3	25	96.0	68.0	MONTANA	8	25	100.0	88.0
VIRGINIA	3	25	100.0	84.0	NORTH DAKOTA	8	25	100.0	96.0
WEST VIRGINIA	3	25	100.0	64.0	SOUTH DAKOTA	8	25	100.0	88.0
ALABAMA	4	27	100.0	88.9	UTAH	8	25	96.0	92.0
FLORIDA	4	25	100.0	100.0	WYOMING	8	25	100.0	84.0
GEORGIA	4	25	100.0	92.0	ARIZONA	9	---	---	---
KENTUCKY	4	25	96.0	76.0	CALIFORNIA	9	32	97.6	67.7
MISSISSIPPI	4	25	100.0	96.0	HAWAII	9	25	94.3	83.4
NORTH CAROLINA	4	25	100.0	100.0	NEVADA	9	25	96.0	64.0
SOUTH CAROLINA	4	25	100.0	88.0	ALASKA	10	25	100.0	52.0
TENNESSEE	4	25	92.0	92.0	IDAHO	10	25	100.0	96.0
ILLINOIS	5	25	92.0	76.0	OREGON	10	27	88.9	70.4
INDIANA	5	25	88.0	44.0	WASHINGTON	10	13	100.0	92.3
MICHIGAN	5	24	94.4	40.2					

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FIGURE III-11

NONMONETARY DETERMINATIONS PERFORMANCE
INTERSTATE NONSEPARATION ISSUES

Desired Level of Achievement: None Currently Established For This Activity.

(1) STATE	(2) REG	(3) TOTAL CASES RVWD	(4) PERCENT MEETING LAW	(5) PERCENT CASES PASSING
CONNECTICUT	1	30	100.0	53.3
MAINE	1	30	100.0	86.7
MASSACHUSETTS	1	35	100.0	65.7
NEW HAMPSHIRE	1	30	100.0	100.0
RHODE ISLAND	1	27	92.6	63.0
VERMONT	1	30	100.0	96.7
NEW JERSEY	2	32	100.0	84.4
NEW YORK	2	30	100.0	80.0
PUERTO RICO	2	30	96.7	43.3
VIRGIN ISLANDS	2	INA	INA	INA
DELAWARE	3	30	100.0	86.7
DIST OF COL	3	30	96.7	80.0
MARYLAND	3	36	91.7	66.7
PENNSYLVANIA	3	30	83.3	80.0
VIRGINIA	3	30	100.0	80.0
WEST VIRGINIA	3	30	100.0	73.3
ALABAMA	4	30	100.0	93.3
FLORIDA	4	30	96.7	93.3
GEORGIA	4	13	100.0	53.8
KENTUCKY	4	30	100.0	63.3
MISSISSIPPI	4	30	100.0	83.3
NORTH CAROLINA	4	30	93.3	70.0
SOUTH CAROLINA	4	30	96.7	93.3
TENNESSEE	4	30	63.3	63.3
ILLINOIS	5	30	100.0	73.3
INDIANA	5	30	96.7	40.0
MICHIGAN	5	31	90.3	48.4
MINNESOTA	5	30	96.7	80.0
OHIO	5	30	100.0	66.7
WISCONSIN	5	30	100.0	70.0
ARKANSAS	6	30	100.0	83.3
LOUISIANA	6	30	83.3	60.0
NEW MEXICO	6	35	100.0	85.7
OKLAHOMA	6	30	66.7	66.7
TEXAS	6	30	100.0	70.0
IOWA	7	33	97.0	69.7
KANSAS	7	31	100.0	64.5
MISSOURI	7	30	96.7	56.7
NEBRASKA	7	30	100.0	83.3
COLORADO	8	30	100.0	86.7
MONTANA	8	30	100.0	86.7
NORTH DAKOTA	8	30	100.0	86.7
SOUTH DAKOTA	8	30	100.0	93.3
UTAH	8	30	100.0	83.3
WYOMING	8	30	93.3	70.0
ARIZONA	9	---	---	---
CALIFORNIA	9	30	100.0	53.3
HAWAII	9	30	100.0	100.0
NEVADA	9	30	96.7	63.3
ALASKA	10	30	100.0	70.0
IDAHO	10	30	100.0	93.3
OREGON	10	30	93.3	60.0
WASHINGTON	10	30	96.7	80.0

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FIGURE III-12

NONMONETARY DETERMINATIONS PERFORMANCE
UCFE CLAIMS

Desired Level of Achievement: None Currently Established For This Activity.

(1)	(2)	(3)	(4)	(5)
STATE	REG	TOTAL CASES RVWD	PERCENT MEETING LAW	PERCENT CASES PASSING
CONNECTICUT	1	25	96.0	80.0
MAINE	1	25	84.0	64.0
MASSACHUSETTS	1	25	96.0	80.0
NEW HAMPSHIRE	1	25	92.0	92.0
RHODE ISLAND	1	22	95.5	77.3
VERMONT	1	25	96.0	96.0
NEW JERSEY	2	30	100.0	100.0
NEW YORK	2	25	100.0	96.0
PUERTO RICO	2	25	100.0	76.0
VIRGIN ISLANDS	2	INA	INA	INA
DELAWARE	3	25	100.0	72.0
DIST OF COL	3	26	84.6	80.8
MARYLAND	3	25	100.0	68.0
PENNSYLVANIA	3	25	100.0	92.0
VIRGINIA	3	25	100.0	96.0
WEST VIRGINIA	3	26	100.0	100.0
ALABAMA	4	26	100.0	96.2
FLORIDA	4	25	100.0	96.0
GEORGIA	4	[illegible]	100.0	84.0
KENTUCKY	4	25	100.0	72.0
MISSISSIPPI	4	25	96.0	96.0
NORTH CAROLINA	4	25	100.0	88.0
SOUTH CAROLINA	4	25	100.0	100.0
TENNESSEE	4	25	92.0	92.0
ILLINOIS	5	25	100.0	96.0
INDIANA	5	25	88.0	72.0
MICHIGAN	5	25	96.0	28.0
MINNESOTA	5	25	92.0	48.0
OHIO	5	25	88.0	68.0
WISCONSIN	5	25	88.0	60.0
ARKANSAS	6	25	88.0	64.0
LOUISIANA	6	25	96.0	92.0
NEW MEXICO	6	25	100.0	88.0
OKLAHOMA	6	25	100.0	100.0
TEXAS	6	25	100.0	72.0
IOWA	7	27	100.0	66.7
KANSAS	7	26	100.0	100.0
MISSOURI	7	25	100.0	100.0
NEBRASKA	7	25	100.0	88.0
COLORADO	8	25	100.0	100.0
MONTANA	8	30	100.0	100.0
NORTH DAKOTA	8	25	100.0	100.0
SOUTH DAKOTA	8	26	100.0	92.3
UTAH	8	25	100.0	100.0
WYOMING	8	25	100.0	96.0
ARIZONA	9	---	---	---
CALIFORNIA	9	25	100.0	52.0
HAWAII	9	25	100.0	100.0
NEVADA	9	24	91.7	75.0
ALASKA	10	25	92.0	76.0
IDAHO	10	25	100.0	96.0
OREGON	10	25	84.0	64.0
WASHINGTON	10	13	100.0	92.3

B. Promptness. Nonmonetary Determinations promptness measurements are made of samples of issues from both intrastate cases and from interstate cases.

If possible, the intrastate sample is selected statewide, otherwise, from the local offices where interviews were conducted. The time lapse objectives for intrastate are: for issues arising in connection with additional claims, the determination must be issued within 14 days from the week ending date of the first additional week of unemployment claimed; for issues arising during claims series, the determination must be issued within seven days from the end of the week in which the issue was detected. The results for intrastate promptness are shown in Figure III-13. The number of cases reviewed is shown in column 3. The number of cases meeting the time lapse objectives is shown in column 4. The percentage of cases meeting the time lapse objectives is shown in column 5. In States where samples were not selected statewide, these percentages are the weighted averages of the results from the local offices studied based on the relative size of their workloads. The desired level of achievement for intrastate is a minimum of 80 percent meeting the time lapse objectives. An analysis of delayed determinations is required only in those States not meeting the desired level of achievement for the previous year. The percentage of controllable delays is shown in column 6. The entry "N/R" indicates no analysis was required.

For interstate, the time lapse objectives are: for issues arising in connection with additional claims, the determination must be issued within 14 days from the end of the week in which the liable State received notification of an issue; for issues arising during claims series, the determination must be issued within seven days from the end of the week in which the liable State received notification of an issue. The results for interstate promptness are shown in Figure III-14. The format is the same as the intrastate format in Figure III-15. No desired level of achievement has been established for interstate. The analysis of delayed determinations is required only in those States which did not make 80 percent of their determinations promptly for the previous year.

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FIGURE III-13

NONMONETARY DETERMINATIONS PROMPTNESS INTRASTATE

Desired Level of Achievement: Minimum of 80 Percent of Determinations Made Timely.

(1) STATE	(2) REG	(3) TOTAL CASES RVWD	(4) NUMBER TIMELY	(5) PERCENT TIMELY	(6) PERCENT DELAYS CONT
CONNECTICUT	1	125	109	87.2	37.5
MAINE	1	125	116	92.5	N/R
MASSACHUSETTS	1	125	113	90.4	66.7
NEW HAMPSHIRE	1	125	94	75.2	83.9
RHODE ISLAND	1	93	93	100.0	N/R
VERMONT	1	125	110	88.0	73.3
NEW JERSEY	2	125	110	88.0	60.0
NEW YORK	2	90	64	71.1	57.7
PUERTO RICO	2	125	122	97.6	100
VIRGIN ISLANDS	2	145	117	81.0	92.3
DELAWARE	3	135	127	94.1	88.9
DIST OF COL	3	130	116	89.2	100
MARYLAND	3	132	105	79.5	67.7
PENNSYLVANIA	3	125	109	87.2	75.0
VIRGINIA	3	125	113	90.4	91.7
WEST VIRGINIA	3	125	114	91.2	90.9
ALABAMA	4	125	112	89.6	N/R
FLORIDA	4	125	109	87.2	N/R
GEORGIA	4	125	111	88.8	N/R
KENTUCKY	4	125	123	98.4	N/R
MISSISSIPPI	4	125	88	70.4	89.2
NORTH CAROLINA	4	135	124	91.9	20.0
SOUTH CAROLINA	4	125	106	84.8	78.9
TENNESSEE	4	125	111	88.8	100
ILLINOIS	5	125	95	76.0	93.3
INDIANA	5	125	91	72.8	97.1
MICHIGAN	5	126	80	57.0	97.8
MINNESOTA	5	125	111	88.8	N/R
OHIO	5	125	66	42.3	94.9
WISCONSIN	5	125	93	74.4	90.6
ARKANSAS	6	137	98	64.0	100
LOUISIANA	6	134	108	66.1	100
NEW MEXICO	6	125	73	58.4	86.5
OKLAHOMA	6	125	79	64.0	84.8
TEXAS	6	125	112	89.6	92.3
IOWA	7	125	88	70.4	91.9
KANSAS	7	129	86	66.7	81.4
MISSOURI	7	125	94	75.2	51.6
NEBRASKA	7	125	113	90.4	100
COLORADO	8	125	111	88.8	100
MONTANA	8	127	111	87.4	81.3
NORTH DAKOTA	8	125	110	88.0	100
SOUTH DAKOTA	8	125	113	90.4	100
UTAH	8	125	106	84.8	94.7
WYOMING	8	125	50	40.0	100
ARIZONA	9	125	108	86.4	70.6
CALIFORNIA	9	131	91	70.7	92.5
HAWAII	9	141	133	94.3	100
NEVADA	9	125	116	92.8	37.5
ALASKA	10	125	113	90.4	83.3
IDAHO	10	126	103	81.7	100
OREGON	10	133	88	66.2	N/R
WASHINGTON	10	125	92	73.6	N/R

FIGURE III-14

NONMONETARY DETERMINATIONS PROMPTNESS INTERSTATE

Desired Level of Achievement: None Currently Established For This Activity.

(1)	(2)	(3)	(4)	(5)	(6)
STATE	R E G	TOTAL CASES RVWD	NUMBER TIMELY	PERCENT TIMELY	PERCENT DELAYS CONT
CONNECTICUT	1	60	36	60.0	100
MAINE	1	60	54	90.0	N/R
MASSACHUSETTS	1	60	59	98.3	N/R
NEW HAMPSHIRE	1	60	44	73.3	100
RHODE ISLAND	1	60	53	88.3	85.7
VERMONT	1	60	41	68.3	89.5
NEW JERSEY	2	68	3	4.4	90.8
NEW YORK	2	INA	INA	INA	INA
PUERTO RICO	2	60	27	45.0	100
VIRGIN ISLANDS	2	INA	INA	INA	INA
DELAWARE	3	60	51	85.0	66.7
DIST OF COL	3	61	54	88.5	100
MARYLAND	3	60	28	46.7	83.3
PENNSYLVANIA	3	60	29	48.3	100
VIRGINIA	3	60	32	53.3	N/R
WEST VIRGINIA	3	63	52	82.5	100
ALABAMA	4	60	53	88.3	N/R
FLORIDA	4	60	57	95.0	N/R
GEORGIA	4	60	55	91.7	N/R
KENTUCKY	4	60	46	76.7	85.7
MISSISSIPPI	4	60	33	55.0	85.2
NORTH CAROLINA	4	60	55	91.7	80.0
SOUTH CAROLINA	4	60	47	78.3	15.4
TENNESSEE	4	60	24	40.0	97.2
ILLINOIS	5	60	36	60.0	100
INDIANA	5	60	33	55.0	100
MICHIGAN	5	60	15	25.0	93.5
MINNESOTA	5	60	32	53.3	N/R
OHIO	5	60	26	43.3	100
WISCONSIN	5	60	28	46.7	100
ARKANSAS	6	60	55	91.7	100
LOUISIANA	6	60	36	60.0	91.7
NEW MEXICO	6	60	49	81.7	72.7
OKLAHOMA	6	60	10	16.7	86.0
TEXAS	6	60	55	91.7	100
IOWA	7	60	43	71.7	100
KANSAS	7	60	46	76.7	21.4
MISSOURI	7	60	52	86.7	100
NEBRASKA	7	60	54	90.0	50.0
COLORADO	8	60	58	96.7	100
MONTANA	8	60	49	81.7	81.8
NORTH DAKOTA	8	60	44	73.3	100
SOUTH DAKOTA	8	60	55	91.7	100
UTAH	8	60	43	71.7	100
WYOMING	8	60	13	21.7	95.7
ARIZONA	9	60	54	90.0	83.3
CALIFORNIA	9	23	13	56.5	56.5
HAWAII	9	61	49	80.3	19.7
NEVADA	9	60	46	76.7	57.1
ALASKA	10	60	48	80.0	100
IDAHO	10	60	26	43.3	88.2
OREGON	10	60	42	70.0	N/R
WASHINGTON	10	33	14	42.4	N/R

IV. COMBINED WAGE CLAIMS

A. Initial Claims Promptness. Data is obtained from the ETA-586 Reports for the 12 months ending March 31 to show the percentage of CWC intrastate first payments made timely. These percentages are derived from preliminary data and are subject to revision. Figure III-15 shows in column 3 the percentages of first payments made within 14 days of the end of the first compensable week for waiting week States or within 21 days for nonwaiting week States. Also shown are the percentages paid within 35 days in column 4. No desired levels of achievement are applicable for CWC first payments since it is not a separate program but is included in the regular intrastate program and subject to the applicable criteria for the Secretary's Standard of that program.

Analyses of first payments made in over 14 days (21 for nonwaiting week States) are made to determine the causes for delays. These analyses are required only in those States which did not make 70 percent of CWC first payments timely for the previous year. The entry "N/R" indicates an analysis was not required. Causes for delays are grouped into two broad categories: controllable delays and uncontrollable delays. Controllable delays include processing errors, processing delays, and procedural constraints. Uncontrollable delays include late receipt of IB-4's, claimant errors, and appeal reversals. The percentage of controllable delays is shown in column 5. Attainable promptness, shown in column 6, is the sum of column 3 plus the percentage delayed multiplied by column 5 and represents the maximum promptness attainable by the State agency.

FIGURE III-15

INITIAL CLAIMS PROMPTNESS - FIRST PAYMENT TIME LAPSE
CWC CLAIMS (INTRASTATE)

Desired Level of Achievement: None Currently Established For This Activity.

(1)	(2)	(3)	(4)	(5)	(6)	(1)	(2)	(3)	(4)	(5)	(6)
STATE	REG	PERCENT TIMELY 14/21 DAY	PERCENT TIMELY 35 DAYS	PERCENT DELAYS CONT	PERCENT ATTAIN -ABLE	STATE	REG	PERCENT TIMELY 14/21 DAY	PERCENT TIMELY 35 DAYS	PERCENT DELAYS CONT	PERCENT ATTAIN -ABLE
CONNECTICUT	1	87.7	97.2	44.2	93.1	MINNESOTA	5	72.4	91.1	38.0	82.9
MAINE	1	91.6	98.1	N/A	N/A	OHIO	5	20.1	59.7	64.0	71.2
MASSACHUSETTS	1	51.8	81.3	52.0	76.9	WISCONSIN	5	25.3	47.5	46.0	59.7
NEW HAMPSHIRE	1	37.4	66.4	40.0	62.4	ARKANSAS	6	52.4	77.3	88.0	94.3
RHODE ISLAND	1	73.0	97.2	N/A	N/A	LOUISIANA	6	64.1	84.8	64.0	87.1
VERMONT	1	27.5	70.2	32.0	50.7	NEW MEXICO	6	66.8	85.7	60.0	86.7
NEW JERSEY	2	23.1	61.6	42.0	55.4	OKLAHOMA	6	67.8	74.2	70.0	84.3
NEW YORK	2	24.7	58.6	19.2	39.2	TEXAS	6	74.3	89.4	58.0	89.2
PUERTO RICO	2	7.3	41.0	54.0	57.4	IOWA	7	31.3	40.6	N/A	N/A
VIRGIN ISLANDS	2	0.0	41.7	N/A	N/A	KANSAS	7	72.1	90.4	N/A	N/A
DELAWARE	3	39.0	62.0	68.6	80.8	MISSOURI	7	71.5	92.5	N/A	N/A
DIST OF COL	3	76.5	89.1	62.0	91.1	NEBRASKA	7	66.1	88.3	N/A	N/A
MARYLAND	3	63.5	78.9	16.0	69.3	COLORADO	8	35.8	56.3	66.0	78.2
PENNSYLVANIA	3	40.4	71.1	40.0	64.2	MONTANA	8	57.9	82.6	20.0	66.3
VIRGINIA	3	73.9	83.2	N/A	N/A	NORTH DAKOTA	8	58.3	82.5	64.2	85.1
WEST VIRGINIA	3	71.4	89.5	N/A	N/A	SOUTH DAKOTA	8	71.8	85.1	25.6	79.0
ALABAMA	4	63.7	82.2	50.0	84.8	UTAH	8	66.9	90.3	44.0	81.5
FLORIDA	4	68.5	90.1	40.0	81.1	WYOMING	8	55.1	77.5	62.5	83.2
GEORGIA	4	59.2	84.9	52.0	80.4	ARIZONA	9	71.1	92.4	N/A	N/A
KENTUCKY	4	39.0	70.9	N/A	N/A	CALIFORNIA	9	19.3	65.1	38.8	50.6
MISSISSIPPI	4	65.7	86.3	N/A	N/A	HAWAII	9	59.0	88.0	18.0	66.4
NORTH CAROLINA	4	67.3	90.8	36.0	79.1	NEVADA	9	66.7	87.0	36.7	78.9
SOUTH CAROLINA	4	67.2	88.6	50.0	83.6	ALASKA	10	72.2	89.8	N/A	N/A
TENNESSEE	4	88.6	94.9	N/A	N/A	IDAHO	10	61.2	87.3	N/A	N/A
ILLINOIS	5	79.1	94.8	N/A	N/A	OREGON	10	59.1	88.5	N/A	N/A
INDIANA	5	92.6	84.7	88.2	94.4	WASHINGTON	10	83.9	94.6	N/A	N/A
MICHIGAN	5	1.8	5.4	72.0	72.5						

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B. Transferring State Promptness. The promptness of responding to requests for wage transfers is measured using a sample of completed IB-4's which have been returned to the paying States. The time lapse objectives are that IB-4's should be returned by (a) seven calendar days when the wages are on record or should be on record or (b) 14 calendar days for wages not required to be on record. Those determinations not meeting the time lapse objectives are further analyzed to determine the reasons for delay.

The results of the measurement are shown in Figure III-16. The total cases reviewed is shown in column 3. The number of cases meeting the time lapse objectives is shown in column 4. The percentage of cases meeting the time lapse objectives is shown in column 5. Column 6 shows the percentage of delays which were controllable. The desired level of achievement is a minimum of 75 percent of transfers made timely.

FIGURE III-16

CWC TRANSFERRING STATE PROMPTNESS

Desired Level of Achievement: Minimum of 75 Percent of Wage Transfers Made Timely.

(1)	(2)	(3)	(4)	(5)	(6)
STATE	REG	TOTAL CASES RVWD	NUMBER TIMELY	PERCENT TIMELY	PERCENT DELAYS CONT
CONNECTICUT	1	70	56	80.0	100
MAINE	1	75	73	97.3	100
MASSACHUSETTS	1	70	59	84.3	100
NEW HAMPSHIRE	1	70	58	82.9	100
RHODE ISLAND	1	75	58	77.3	100
VERMONT	1	70	31	44.3	100
NEW JERSEY	2	70	28	40.0	69.0
NEW YORK	2	70	22	31.4	75.0
PUERTO RICO	2	70	58	82.9	100
VIRGIN ISLANDS	2	74	58	78.4	75.0
DELAWARE	3	70	70	100.	0
DIST OF COL	3	72	72	100.	INA
MARYLAND	3	72	72	100.	0
PENNSYLVANIA	3	70	68	97.1	50.0
VIRGINIA	3	70	70	100.	0
WEST VIRGINIA	3	70	62	88.6	100
ALABAMA	4	70	70	100.	0
FLORIDA	4	70	59	84.3	18.2
GEORGIA	4	70	56	80.0	14.3
KENTUCKY	4	79	76	96.2	0
MISSISSIPPI	4	70	70	100.	0
NORTH CAROLINA	4	70	68	97.1	100
SOUTH CAROLINA	4	70	69	98.6	0
TENNESSEE	4	70	69	98.6	100
ILLINOIS	5	70	55	78.6	100
INDIANA	5	70	64	91.4	50.0
MICHIGAN	5	70	11	15.7	94.9
MINNESOTA	5	70	58	82.9	33.3
OHIO	5	70	54	77.1	93.8
WISCONSIN	5	70	63	90.0	100
ARKANSAS	6	90	89	98.9	100
LOUISIANA	6	70	66	94.3	100
NEW MEXICO	6	70	53	75.7	100
OKLAHOMA	6	70	66	94.3	100
TEXAS	6	70	70	100.	0
IOWA	7	70	66	94.3	75.0
KANSAS	7	70	48	68.6	72.7
MISSOURI	7	70	67	95.7	33.3
NEBRASKA	7	70	55	78.6	66.7
COLORADO	8	70	69	98.6	100
MONTANA	8	70	68	97.1	50.0
NORTH DAKOTA	8	70	68	97.1	50.0
SOUTH DAKOTA	8	70	66	94.3	100
UTAH	8	70	31	44.3	100
WYOMING	8	70	39	55.7	100
ARIZONA	9	70	69	98.6	0
CALIFORNIA	9	70	58	82.9	91.7
HAWAII	9	70	60	85.7	80.0
NEVADA	9	70	70	100.	0
ALASKA	10	70	59	84.3	54.5
IDAHO	10	70	56	80.0	92.9
OREGON	10	70	34	48.6	80.6
WASHINGTON	10	74	71	95.9	100

C. Billing Promptness. The combined wage claims billing promptness measurement is an assessment of the promptness with which the paying State bills transferring States for their share of CWC payments. Billings are considered timely if IB-6's are sent within 45 days of the end of the quarter. The measurement period is the April-June quarter preceding the appraisal. The results of the measurement are shown in Figure III-17. The total cases reviewed is shown in column 3. The number of IB-6's sent within 45 days is shown in column 4. The percentage of IB-6's sent timely is shown in column 5. No desired level of achievement has been established for CWC billing promptness.

FIGURE III-17

CWC - BILLING PROMPTNESS

Desired Level of Achievement: None Currently Established For This Activity.

(1)	(2)	(3)	(4)	(5)	(1)	(2)	(3)	(4)	(5)
STATE	REG	TOTAL CASES RVWD	NUMBER TIMELY	PERCENT TIMELY	STATE	REG	TOTAL CASES RVWD	NUMBER TIMELY	PERCENT TIMELY
CONNECTICUT	1	50	0	0	MINNESOTA	5	50	50	100
MAINE	1	50	50	100	OHIO	5	50	0	0
MASSACHUSETTS	1	50	50	100	WISCONSIN	5	50	50	100
NEW HAMPSHIRE	1	50	50	100	ARKANSAS	6	50	0	0
RHODE ISLAND	1	50	0	0	LOUISIANA	6	50	50	100
VERMONT	1	50	50	100	NEW MEXICO	6	50	50	100
NEW JERSEY	2	50	0	0	OKLAHOMA	6	50	48	96.0
NEW YORK	2	50	50	100	TEXAS	6	50	50	100
PUERTO RICO	2	50	50	100	IOWA	7	50	50	100
VIRGIN ISLANDS	2	2	2	100	KANSAS	7	50	50	100
DELAWARE	3	50	50	100	MISSOURI	7	50	50	100
DIST OF COL	3	50	50	100	NEBRASKA	7	50	50	100
MARYLAND	3	50	50	100	COLORADO	8	50	50	100
PENNSYLVANIA	3	50	25	50.0	MONTANA	8	50	50	100
VIRGINIA	3	50	50	100	NORTH DAKOTA	8	50	50	100
WEST VIRGINIA	3	50	33	66.0	SOUTH DAKOTA	8	50	50	100
ALABAMA	4	50	44	88.0	UTAH	8	50	50	100
FLORIDA	4	50	50	100	WYOMING	8	50	50	100
GEORGIA	4	50	0	0	ARIZONA	9	50	50	100
KENTUCKY	4	50	0	0	CALIFORNIA	9	50	0	0
MISSISSIPPI	4	50	50	100	HAWAII	9	50	50	100
NORTH CAROLINA	4	INA	INA	INA	NEVADA	9	50	49	98.0
SOUTH CAROLINA	4	50	50	100	ALASKA	10	50	47	94.0
TENNESSEE	4	50	50	100	IDAHO	10	50	0	0
ILLINOIS	5	50	50	100	OREGON	10	50	0	0
INDIANA	5	50	50	100	WASHINGTON	10	50	50	100
MICHIGAN	5	50	0	0					

D. Reimbursement Promptness. The combined wage claims reimbursement promptness measurement is an assessment of the promptness with which the transferring State reimburses paying States for its share of CWC payments. A reimbursement is considered timely if made within 45 days of receipt of the IB-6. The measurement period is the second and third quarters of the fiscal year -- IB-6's received from January through June preceding the appraisal. The results of the measurement are shown in Figure III-18. The total number of cases reviewed is shown in column 3. The number of IB-6's reimbursed within 45 days is shown in column 4. The percentage of reimbursements made timely is shown in column 5. No desired level of achievement has been established for CWC reimbursement promptness.

FIGURE III-18

CWC - REIMBURSEMENT PROMPTNESS

Desired Level of Achievement: None Currently Established For This Activity.

(1)	(2)	(3)	(4)	(5)	(1)	(2)	(3)	(4)	(5)
STATE	REG	TOTAL IB-6s RVWD	NUMBER TIMELY	PERCENT TIMELY	STATE	REG	TOTAL IB-6s RVWD	NUMBER TIMELY	PERCENT TIMELY
CONNECTICUT	1	50	43	86.0	MINNESOTA	5	50	43	86.0
MAINE	1	60	60	100.	OHIO	5	50	50	100.
MASSACHUSETTS	1	46	46	100.	WISCONSIN	5	50	47	94.0
NEW HAMPSHIRE	1	50	47	94.0	ARKANSAS	6	50	50	100.
RHODE ISLAND	1	50	49	98.0	LOUISIANA	6	50	42	84.0
VERMONT	1	50	36	72.0	NEW MEXICO	6	50	42	84.0
NEW JERSEY	2	50	50	100.	OKLAHOMA	6	50	50	100.
NEW YORK	2	50	46	92.0	TEXAS	6	50	13	26.0
PUERTO RICO	2	50	13	26.0	IOWA	7	50	48	96.0
VIRGIN ISLANDS	2	7	4	57.1	KANSAS	7	50	3	6.0
DELAWARE	3	50	43	86.0	MISSOURI	7	50	45	90.0
DIST OF COL	3	50	47	94.0	NEBRASKA	7	50	50	100.
MARYLAND	3	50	43	86.0	COLORADO	8	50	44	88.0
PENNSYLVANIA	3	50	24	48.0	MONTANA	8	35	19	54.3
VIRGINIA	3	50	50	100.	NORTH DAKOTA	4	50	43	86.0
WEST VIRGINIA	3	50	49	98.0	SOUTH DAKOTA	8	50	42	84.0
ALABAMA	4	50	48	96.0	UTAH	8	50	46	92.0
FLORIDA	4	50	50	100.	WYOMING	8	50	8	16.0
GEORGIA	4	50	50	100.	ARIZONA	9	50	42	84.0
KENTUCKY	4	51	45	88.2	CALIFORNIA	9	50	50	100.
MISSISSIPPI	4	50	32	64.0	HAWAII	9	50	50	100.
NORTH CAROLINA	4	50	50	100.	NEVADA	9	50	50	100.
SOUTH CAROLINA	4	50	50	100.	ALASKA	10	50	37	74.0
TENNESSEE	4	50	50	100.	IDAHO	10	50	23	46.0
ILLINOIS	5	50	0	0	OREGON	10	50	50	100.
INDIANA	5	50	39	78.0	WASHINGTON	10	73	72	98.6
MICHIGAN	5	50	0	0					

V. APPEALS

A. Performance. The Appeals performance measurement is an assessment of the degree to which the appeals hearings and decisions have attained the specific quality levels established for appeals evaluations.

A random selection is made of appeals from each State. For each appeal sampled, the tape recording of the hearing and a copy of the decision are obtained. The sample includes only intrastate, lower-authority appeals and excludes default cases in which the appellant did not appear, group cases, cases with inaudible recordings, and hearings and decisions regarding timeliness. The hearings and decisions selected for review are evaluated using ETA Handbook No. 382, "Appeals Performance Criteria for Evaluating Unemployment Insurance Hearings and Decisions." Each case is evaluated for thoroughness and fairness of the hearing and quality of the written decision. The score is the percentage of possible points that the case received.

The results of the evaluations are shown in Figure III-19. The size of the sample is shown in column 3. The number of cases which obtained a score of 80 percent or more of the total possible points is shown in column 4. The percentage of cases which obtained scores of 80 percent or more is shown in column 5. The desired level of achievement is a minimum of 80 percent of the cases scoring 80 percent or more of the total possible points.

FIGURE III-19

APPEALS PERFORMANCE

Desired Level of Achievement: Minimum of 80 Percent of Cases Scoring 80 or More Percentage Points.

(1)	(2)	(3)	(4)	(5)	(1)	(2)	(3)	(4)	(5)
STATE	REG	TOTAL CASES REVIEWED	NUMBER CASES PASSING	PERCENT CASES PASSING	STATE	REG	TOTAL CASES REVIEWED	NUMBER CASES PASSING	PERCENT CASES PASSING
CONNECTICUT	1	36	29	80.6	MINNESOTA	5	50	50	100
MAINE	1	35	31	88.6	OHIO	5	50	43	86.0
MASSACHUSETTS	1	50	49	98.0	WISCONSIN	5	50	44	88.0
NEW HAMPSHIRE	1	20	20	100	ARKANSAS	6	35	32	91.4
RHODE ISLAND	1	19	17	89.5	LOUISIANA	6	50	50	100
VERMONT	1	20	20	100	NEW MEXICO	6	35	28	80.0
NEW JERSEY	2	50	45	90.0	OKLAHOMA	6	35	25	71.4
NEW YORK	2	---	---	---	TEXAS	6	50	50	100
PUERTO RICO	2	35	23	65.7	IOWA	7	35	31	88.6
VIRGIN ISLANDS	2	20	13	65.0	KANSAS	7	---	---	---
DELAWARE	3	20	20	100	MISSOURI	7	50	50	100
DIST OF COL	3	---	---	---	NEBRASKA	7	30	29	96.7
MARYLAND	3	42	40	95.2	COLORADO	8	47	46	97.9
PENNSYLVANIA	3	50	50	100	MONTANA	8	20	19	95.0
VIRGINIA	3	40	40	100	NORTH DAKOTA	8	20	3	15.0
WEST VIRGINIA	3	---	---	---	SOUTH DAKOTA	8	20	18	90.0
ALABAMA	4	35	32	91.4	UTAH	8	34	31	91.2
FLORIDA	4	50	47	94.0	WYOMING	8	20	20	100
GEORGIA	4	35	35	100	ARIZONA	9	35	34	97.1
KENTUCKY	4	35	30	85.7	CALIFORNIA	9	50	49	98.0
MISSISSIPPI	4	35	34	97.1	HAWAII	9	20	20	100
NORTH CAROLINA	4	50	47	94.0	NEVADA	9	35	33	94.3
SOUTH CAROLINA	4	35	35	100	ALASKA	10	20	16	80.0
TENNESSEE	4	35	29	82.9	IDAHO	10	20	20	100
ILLINOIS	5	50	49	98.0	OREGON	10	35	33	94.3
INDIANA	5	35	35	100	WASHINGTON	10	50	40	80.0
MICHIGAN	5	50	38	76.0					

B. Promptness. Results are included for both lower authority and higher authority appeals. The information is obtained from the MA 5-130 Reports from the 12-month period ending March 31. These percentages are derived from preliminary data and are subject to revision.

Figure III-20 shows the results for lower authority appeals. Column 3 shows the percentage of decisions issued within 30 days; column 4 shows the percentage of decisions issued within 45 days. The Secretary of Labor's Standard prescribes the criteria for lower authority appeals as a minimum of 60 percent of decisions issued within 30 days and a minimum of 80 percent of decisions issued within 45 days.

Figure III-21 shows the results for higher authority appeals. Column 3 shows the percentage of decisions issued within 45 days; column 4 shows the percentage of decisions issued within 75 days. The desired levels of achievement are a minimum of 40 percent of decisions issued within 45 days and a minimum of 80 percent of decisions issued within 75 days.

FIGURE III-20

APPEALS PROMPTNESS - LOWER AUTHORITY

Criteria: Minimum of 60 Percent of Decisions Issued Within 30 Days.
Minimum of 80 Percent of Decisions Issued Within 45 Days.

(1)	(2)	(3)	(4)	(1)	(2)	(3)	(4)
STATE	REG	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS	STATE	REG	% DECISIONS ISSUED 30 DAYS	% DECISIONS ISSUED 45 DAYS
CONNECTICUT	1	87.2	94.8	MINNESOTA	5	64.9	86.6
MAINE	1	66.5	82.4	OHIO	5	68.5	82.6
MASSACHUSETTS	1	52.4	90.1	WISCONSIN	5	59.5	85.4
NEW HAMPSHIRE	1	45.9	82.1	ARKANSAS	6	47.7	78.3
RHODE ISLAND	1	77.8	92.4	LOUISIANA	6	52.4	82.5
VERMONT	1	82.9	94.6	NEW MEXICO	6	64.7	86.2
NEW JERSEY	2	60.9	80.0	OKLAHOMA	6	70.8	91.9
NEW YORK	2	34.3	63.9	TEXAS	6	63.2	76.9
PUERTO RICO	2	18.1	41.2	IOWA	7	63.9	81.5
VIRGIN ISLANDS	2	35.6	62.0	KANSAS	7	59.3	98.7
DELAWARE	3	75.3	93.2	MISSOURI	7	59.2	82.6
DIST OF COL	3	26.5	47.8	NEBRASKA	7	54.0	83.6
MARYLAND	3	43.3	82.8	COLORADO	8	74.5	88.4
PENNSYLVANIA	3	91.6	96.9	MONTANA	8	84.5	94.1
VIRGINIA	3	76.3	91.5	NORTH DAKOTA	8	83.0	96.8
WEST VIRGINIA	3	57.4	89.7	SOUTH DAKOTA	8	52.0	82.4
ALABAMA	4	86.9	96.8	UTAH	8	48.4	82.7
FLORIDA	4	83.7	94.0	WYOMING	8	43.8	59.4
GEORGIA	4	93.4	97.8	ARIZONA	9	74.8	90.5
KENTUCKY	4	65.3	86.0	CALIFORNIA	9	52.0	76.1
MISSISSIPPI	4	79.2	95.2	HAWAII	9	72.6	88.2
NORTH CAROLINA	4	67.4	90.5	NEVADA	9	74.5	93.6
SOUTH CAROLINA	4	99.1	99.9	ALASKA	10	42.8	90.2
TENNESSEE	4	88.4	92.4	IDAHO	10	83.9	94.3
ILLINOIS	5	58.6	87.4	OREGON	10	63.5	85.4
INDIANA	5	77.8	90.8	WASHINGTON	10	69.7	87.0
MICHIGAN	5	63.3	82.1				

FIGURE III-21

APPEALS PROMPTNESS - HIGHER AUTHORITY

Desired Level of Achievement: Minimum of 40 Percent of Decisions Issued Within 45 Days. Minimum of 80 Percent of Decisions Issued Within 75 Days.

(1)	(2)	(3)	(4)
STATE	REG	% DECISIONS ISSUED 45 DAYS	% DECISIONS ISSUED 75 DAYS
CONNECTICUT	1	65.7	83.6
MAINE	1	59.9	68.8
MASSACHUSETTS	1	74.0	83.9
NEW HAMPSHIRE	1	8.0	17.3
RHODE ISLAND	1	7.9	18.2
VERMONT	1	54.3	74.1
NEW JERSEY	2	92.1	96.6
NEW YORK	2	1.9	14.3
PUERTO RICO	2	48.4	63.9
VIRGIN ISLANDS	2	N/A	N/A
DELAWARE	3	41.0	69.3
DIST OF COL	3	34.5	72.9
MARYLAND	3	28.9	55.4
PENNSYLVANIA	3	46.0	75.0
VIRGINIA	3	70.1	82.7
WEST VIRGINIA	3	25.3	64.5
ALABAMA	4	72.3	77.0
FLORIDA	4	56.5	91.8
GEORGIA	4	72.1	95.3
KENTUCKY	4	42.1	78.4
MISSISSIPPI	4	90.8	98.6
NORTH CAROLINA	4	53.9	78.7
SOUTH CAROLINA	4	69.3	84.2
TENNESSEE	4	62.1	85.2
ILLINOIS	5	38.7	61.0
INDIANA	5	68.7	72.2
MICHIGAN	5	4.9	13.1
MINNESOTA	5	49.9	86.6
OHIO	5	63.7	72.1
WISCONSIN	5	46.9	60.1
ARKANSAS	6	56.1	63.7
LOUISIANA	6	94.8	98.7
NEW MEXICO	6	79.3	95.1
OKLAHOMA	6	76.1	92.0
TEXAS	6	58.7	85.5
IOWA	7	27.3	42.2
KANSAS	7	81.2	99.0
MISSOURI	7	54.0	73.2
NEBRASKA	7	N/A	N/A
COLORADO	8	29.6	52.9
MONTANA	8	22.8	77.2
NORTH DAKOTA	8	85.2	96.9
SOUTH DAKOTA	8	57.4	94.8
UTAH	8	28.4	84.5
WYOMING	8	83.3	98.8
ARIZONA	9	89.9	98.6
CALIFORNIA	9	3.6	36.7
HAWAII	9	N/A	N/A
NEVADA	9	54.0	71.8
ALASKA	10	54.4	79.1
IDAHO	10	4.6	46.8
OREGON	10	96.7	97.6
WASHINGTON	10	78.1	93.0

VI. STATUS DETERMINATIONS

The Status Determinations promptness measurement is an assessment of the ability of a State agency to make prompt determinations of employer liability--both newly liable employers and successorships. A sample of determinations from the most recent 12-month period is reviewed to measure the time lapse from the effective date of liability to the date of the official determination. The results of the measurement are shown in Figure III-22. Column 3 shows the number of determinations reviewed, column 4 shows the number of determinations in which the employer was officially notified within 180 days of first becoming liable, and column 5 shows the percentage of determinations made with 180 days. The desired level of achievement is a minimum of 80 percent of determinations of employer liability made within 180 days.

FIGURE III-22

STATUS DETERMINATIONS PROMPTNESS

Desired Level Of Achievement: Minimum of 80 Percent of Determinations of Employer Liability Made Within 180 Days.

(1)	(2)	(3)	(4)	(5)	(1)	(2)	(3)	(4)	(5)
STATE	R E G	TOTAL CASES RVWD	NUMBER TIMELY	PERCENT TIMELY	STATE	R E G	TOTAL CASES RVWD	NUMBER TIMELY	PERCENT TIMELY
CONNECTICUT	1	235	210	89.4	MINNESOTA	5	235	161	68.5
MAINE	1	215	166	77.2	OHIO	5	235	202	86.0
MASSACHUSETTS	1	235	202	86.0	WISCONSIN	5	235	181	77.0
NEW HAMPSHIRE	1	235	217	92.3	ARKANSAS	6	80	66	82.5
RHODE ISLAND	1	231	213	92.2	LOUISIANA	6	235	209	88.9
VERMONT	1	215	156	72.6	NEW MEXICO	6	235	191	81.3
NEW JERSEY	2	235	195	83.0	OKLAHOMA	6	215	177	82.3
NEW YORK	2	235	206	87.7	TEXAS	6	235	168	71.5
PUERTO RICO	2	235	180	76.6	IOWA	7	248	211	85.1
VIRGIN ISLANDS	2	160	145	90.6	KANSAS	7	235	202	86.0
DELAWARE	3	215	215	100	MISSOURI	7	235	199	84.7
DIST OF COL	3	230	185	80.4	NEBRASKA	7	235	190	80.9
MARYLAND	3	304	296	97.4	COLORADO	8	235	199	84.7
PENNSYLVANIA	3	235	197	83.8	MONTANA	8	221	193	87.3
VIRGINIA	3	235	220	93.6	NORTH DAKOTA	8	215	182	84.7
WEST VIRGINIA	3	235	189	80.4	SOUTH DAKOTA	8	215	203	94.4
ALABAMA	4	235	197	83.8	UTAH	8	225	207	92.0
FLORIDA	4	235	188	80.0	WYOMING	8	215	195	90.7
GEORGIA	4	235	194	82.6	ARIZONA	9	INA	INA	INA
KENTUCKY	4	235	195	83.0	CALIFORNIA	9	255	253	99.2
MISSISSIPPI	4	250	208	83.2	HAWAII	9	215	189	87.9
NORTH CAROLINA	4	235	207	88.1	NEVADA	9	INA	INA	INA
SOUTH CAROLINA	4	235	212	90.2	ALASKA	10	215	184	85.6
TENNESSEE	4	235	215	91.5	IDAHO	10	215	170	79.1
ILLINOIS	5	235	188	80.0	OREGON	10	235	183	77.9
INDIANA	5	235	179	76.2	WASHINGTON	10	243	221	90.9
MICHIGAN	5	241	196	81.3					

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VII. FIELD AUDITS

A. Penetration. This measurement depicts the rate of penetration of the Field Audit program into the entire group of subject employers. The ETA-581 Reports are used to obtain the number of employers audited during the four quarters ending September 30. This is compared with the number of employers at the midpoint of the previous fiscal year. The results are shown in Figure III-23. Column 3 shows the total number of audits conducted during the four quarters, column 4 shows the number of employers at the midpoint of the previous fiscal year, and column 5 shows the percentage of employers audited. The desired level of achievement is a minimum penetration rate of four percent.

FIGURE III-23

FIELD AUDIT PENETRATION

Desired Level of Achievement: Minimum Penetration Rate of 4 Percent.

(1) STATE	(2) REG	(3) TOTAL AUDITS	(4) NUMBER OF EMPLOYERS	(5) PERCENT AUDITED
CONNECTICUT	1	3,211	77,477	4.1
MAINE	1	1,327	26,864	4.9
MASSACHUSETTS	1	4,372	121,731	3.6
NEW HAMPSHIRE	1	1,253	23,542	5.3
RHODE ISLAND	1	1,325	23,061	5.7
VERMONT	1	541	14,355	3.8
NEW JERSEY	2	7,981	166,027	4.8
NEW YORK	2	17,258	390,387	4.4
PUERTO RICO	2	2,081	54,641	3.8
VIRGIN ISLANDS	2	4	2,410	0.2
DELAWARE	3	662	13,664	4.8
DIST OF COL	3	152	18,850	0.8
MARYLAND	3	3,542	80,745	4.4
PENNSYLVANIA	3	7,529	202,961	3.7
VIRGINIA	3	4,682	95,421	4.9
WEST VIRGINIA	3	1,323	32,580	4.1
ALABAMA	4	2,639	65,505	4.0
FLORIDA	4	11,670	227,152	5.1
GEORGIA	4	2,986	104,759	2.9
KENTUCKY	4	2,201	62,513	3.5
MISSISSIPPI	4	2,242	43,021	5.2
NORTH CAROLINA	4	7,409	104,109	7.1
SOUTH CAROLINA	4	2,672	54,811	4.9
TENNESSEE	4	3,405	77,572	4.4
ILLINOIS	5	3,792	265,531	1.4
INDIANA	5	3,986	93,047	4.3
MICHIGAN	5	9,011	160,183	5.6
MINNESOTA	5	3,421	87,306	3.9
OHIO	5	8,893	195,814	4.5
WISCONSIN	5	5,955	91,215	6.5
ARKANSAS	6	1,881	43,894	4.3
LOUISIANA	6	3,321	82,652	4.0
NEW MEXICO	6	1,192	29,617	4.0
OKLAHOMA	6	2,431	66,443	3.7
TEXAS	6	12,979	290,490	4.5
IOWA	7	2,646	63,682	4.2
KANSAS	7	2,644	55,424	4.8
MISSOURI	7	4,680	113,065	4.1
NEBRASKA	7	2,022	39,053	5.2
COLORADO	8	3,518	78,137	4.5
MONTANA	8	1,362	23,498	5.8
NORTH DAKOTA	8	851	18,565	4.6
SOUTH DAKOTA	8	810	17,609	4.6
UTAH	8	1,300	29,769	4.4
WYOMING	8	673	16,886	4.0
ARIZONA	9	2,578	57,543	4.5
CALIFORNIA	9	16,734	604,312	2.8
HAWAII	9	898	22,548	4.0
NEVADA	9	930	21,104	4.4
ALASKA	10	626	13,496	4.6
IDAHO	10	950	22,039	4.3
OREGON	10	2,961	65,244	4.5
WASHINGTON	10	4,089	96,054	4.3

B. Performance. The Field Audit performance measurement is an assessment of the level of quality of the field audit program. The results are reflected in two scores displayed in Figure III-24. Column 3 identifies the percentage of audit reports sampled which obtained passing scores of 70 points or more. Column 4 shows the percentage of audits in the sample which were verification audits. No desired levels of achievement have been established for these activities.

FIGURE III-24

FIELD AUDIT PERFORMANCE

Desired Level of Achievement: None Currently Established For This Activity.

(1)	(2)	(3)	(4)	(1)	(2)	(3)	(4)
STATE	REG	PERFORMANCE POINTS	PERCENTAGE VERFICATION	STATE	REG	PERFORMANCE POINTS	PERCENTAGE VERFICATION
CONNECTICUT	1	100.0	73.3	MINNESOTA	5	79.6	32.0
MAINE	1	94.0	12.0	OHIO	5	100.0	77.5
MASSACHUSETTS	1	100.0	53.3	WISCONSIN	5	51.7	70.0
NEW HAMPSHIRE	1	100.0	60.0	ARKANSAS	6	100.0	88.0
RHODE ISLAND	1	100.0	69.3	LOUISIANA	6	100.0	72.0
VERMONT	1	100.0	43.1	NEW MEXICO	6	98.8	56.0
NEW JERSEY	2	100.0	66.3	OKLAHOMA	6	90.2	5.3
NEW YORK	2	93.9	92.5	TEXAS	6	85.4	11.3
PUERTO RICO	2	78.2	100.0	IOWA	7	98.8	93.3
VIRGIN ISLANDS	2	INA	INA	KANSAS	7	100.0	96.0
DELAWARE	3	98.7	31.4	MISSOURI	7	95.2	72.0
DIST OF COL	3	100.0	98.3	NEBRASKA	7	100.0	70.7
MARYLAND	3	98.8	94.7	COLORADO	8	98.8	36.0
PENNSYLVANIA	3	97.8	32.9	MONTANA	8	100.0	85.3
VIRGINIA	3	76.0	78.7	NORTH DAKOTA	8	98.7	70.0
WEST VIRGINIA	3	61.8	37.5	SOUTH DAKOTA	8	91.1	100.0
ALABAMA	4	96.8	89.3	UTAH	8	98.8	49.3
FLORIDA	4	100.0	88.8	WYOMING	8	98.7	27.1
GEORGIA	4	84.4	52.0	ARIZONA	9	INA	INA
KENTUCKY	4	100.0	62.7	CALIFORNIA	9	95.8	11.3
MISSISSIPPI	4	100.0	46.7	HAWAII	9	100.0	2.9
NORTH CAROLINA	4	95.0	23.8	NEVADA	9	INA	INA
SOUTH CAROLINA	4	100.0	85.3	ALASKA	10	97.4	11.4
TENNESSEE	4	100.0	80.0	IDAHO	10	85.9	52.9
ILLINOIS	5	100.0	44.0	OREGON	10	100.0	61.3
INDIANA	5	44.6	0	WASHINGTON	10	97.6	76.0
MICHIGAN	5	92.2	56.3				

VIII. REPORT DELINQUENCY

The Report Delinquency measurement is an assessment of the effectiveness of each State agency in ensuring that their subject employers, both contributory and reimbursable, submit their reports in a prompt manner. Data is obtained from the ETA-581 Reports for the four quarters ending September 30 to determine the number of employers delinquent in filing reports. This is compared with the total number of employers shown on the ETA-581 Reports for the four quarters ending June 30 (the corresponding quarters for which employer reports were delinquent), to determine an average of the percentage of employers delinquent in filing reports. From this data, the percentage of employers filing reports timely is computed. The results, shown in Figure III-25, columns 3, 4, and 5, indicate, respectively, the number of employers in the State, the number of reports received by the end of the quarter, and the percentage of reports received timely. The desired level of achievement is a minimum of 95 percent of employers filing reports by the end of the quarter in which they were due.

FIGURE III-25

REPORT DELINQUENCY

Desired Level of Achievement: Minimum of 95 Percent of All Employers Filing Reports by End of Quarter.

(1)	(2)	(3)	(4)	(5)	(1)	(2)	(3)	(4)	(5)
STATE	R E G	NUMBER OF EMPLOYERS	NUMBER REPORTS TIMELY	PERCENT REPORTS TIMELY	STATE	R E G	NUMBER OF EMPLOYERS	NUMBER REPORTS TIMELY	PERCENT REPORTS TIMELY
CONNECTICUT	1	314,156	299,510	95.3	MINNESOTA	5	352,273	347,601	98.7
MAINE	1	105,518	101,362	95.2	OHIO	5	784,928	734,043	93.5
MASSACHUSETTS	1	501,777	449,193	89.5	WISCONSIN	5	408,464	388,714	95.2
NEW HAMPSHIRE	1	98,357	97,127	98.7	ARKANSAS	6	178,011	171,512	96.3
RHODE ISLAND	1	92,742	88,092	95.0	LOUISIANA	6	335,903	319,749	95.2
VERMONT	1	59,195	57,237	96.7	NEW MEXICO	6	122,156	116,314	95.2
NEW JERSEY	2	679,426	650,011	95.7	OKLAHOMA	6	266,147	246,830	92.7
NEW YORK	2	1,594,002	1,463,096	91.8	TEXAS	6	1,184,873	1,135,903	95.9
PUERTO RICO	2	168,720	156,369	92.7	IOWA	7	254,967	250,041	98.1
VIRGIN ISLANDS	2	9,548	8,848	92.7	KANSAS	7	224,615	219,513	97.7
DELAWARE	3	56,004	52,732	94.2	MISSOURI	7	450,993	427,816	94.9
DIST OF COL	3	79,491	73,248	92.1	NEBRASKA	7	158,623	152,650	96.2
MARYLAND	3	339,753	323,663	95.3	COLORADO	8	324,146	296,072	91.3
PENNSYLVANIA	3	825,962	791,136	95.8	MONTANA	8	96,018	94,498	98.4
VIRGINIA	3	390,180	378,670	97.1	NORTH DAKOTA	8	74,404	74,063	99.5
WEST VIRGINIA	3	131,595	123,574	93.9	SOUTH DAKOTA	8	70,155	69,460	99.0
ALABAMA	4	264,898	258,004	97.4	UTAH	8	121,898	116,083	95.2
FLORIDA	4	954,615	915,780	95.9	WYOMING	8	67,254	63,182	93.9
GEORGIA	4	435,168	418,316	96.1	ARIZONA	9	243,014	232,503	95.7
KENTUCKY	4	254,862	246,835	96.9	CALIFORNIA	9	2,483,868	2,363,148	95.1
MISSISSIPPI	4	172,064	166,652	96.9	HAWAII	9	90,001	87,215	96.9
NORTH CAROLINA	4	429,812	423,560	98.5	NEVADA	9	85,011	83,874	98.7
SOUTH CAROLINA	4	223,087	214,645	96.2	ALASKA	10	56,136	52,974	94.4
TENNESSEE	4	316,652	308,220	97.3	IDAHO	10	90,774	87,638	96.5
ILLINOIS	5	925,402	778,987	84.2	OREGON	10	261,888	249,279	95.2
INDIANA	5	373,452	351,795	94.2	WASHINGTON	10	399,383	387,388	97.0
MICHIGAN	5	651,982	651,986	100.0					

IX. COLLECTIONS

A. Performance. The Collections performance measurement determines the effectiveness of collection activity for the 12-month period ending September 30, by a formula computation of the increase or decrease in accounts receivable, total dollars collected, and dollars transferred to an uncollectable status. The result of the formula is called the indicator and is shown in column 3 of Figure III-26. An indicator of less than 1.0 represents, for the one-year period measured, a net increase in accounts receivable, while an indicator of more than 1.0 represents a net decrease. No desired level of achievement has been established for this measurement.

B. Promptness. The Collections promptness measurement is an assessment of the ability of the State agency to promptly collect delinquent employer taxes. A sample of delinquent accounts is reviewed to measure the number of days from the end of the quarter for which taxes were due until receipt of payment. The results are shown in Figure III-26. Column 4 shows the number of accounts reviewed, column 5 shows the number of accounts for which some collection was achieved within 150 days of the end of the quarter, and column 6 shows the percentage of accounts for which some collection was achieved within 150 days. The desired level of achievement is a minimum of 75 percent of delinquent accounts for which some collection was obtained within 150 days of the end of the quarter for which taxes were due.

FIGURE III-26

COLLECTIONS

Desired Level of Achievement: Promptness - Minimum of 75 Percent of Delinquent Accounts For Which Some Monies Were Obtained Within 150 Days of End of Quarter.

(1)	(2)	(3)	(4)	(5)	(6)
STATE	REG	PERF SCORE	PROMPTNESS		
			# RVWD	# COL	% COL
CONNECTICUT	1	.999	250	213	85.2
MAINE	1	.996	250	193	77.2
MASSACHUSETTS	1	.996	275	201	73.1
NEW HAMPSHIRE	1	.997	205	193	94.1
RHODE ISLAND	1	1.000	245	187	76.3
VERMONT	1	.996	165	134	81.2
NEW JERSEY	2	.990	275	203	73.8
NEW YORK	2	.985	275	258	93.8
PUERTO RICO	2	.967	275	39	14.2
VIRGIN ISLANDS	2	INA	325	325	100
DELAWARE	3	.994	250	175	70.0
DIST OF COL	3	.988	235	67	28.5
MARYLAND	3	.986	275	230	83.6
PENNSYLVANIA	3	.983	275	234	85.1
VIRGINIA	3	.992	250	202	80.8
WEST VIRGINIA	3	.971	275	243	88.4
ALABAMA	4	.992	275	226	82.2
FLORIDA	4	.983	275	258	93.8
GEORGIA	4	.995	275	190	69.1
KENTUCKY	4	.998	275	174	63.3
MISSISSIPPI	4	.997	150	125	83.3
NORTH CAROLINA	4	.996	275	272	98.9
SOUTH CAROLINA	4	.997	275	227	82.5
TENNESSEE	4	.993	275	241	87.6
ILLINOIS	5	.964	275	189	68.7
INDIANA	5	.995	275	206	74.9
MICHIGAN	5	1.002	275	195	70.9
MINNESOTA	5	.986	275	116	42.2
OHIO	5	.992	275	196	71.3
WISCONSIN	5	.985	275	153	55.6
ARKANSAS	6	.987	250	243	97.2
LOUISIANA	6	.962	250	248	99.2
NEW MEXICO	6	.998	250	189	75.6
OKLAHOMA	6	.966	276	200	72.5
TEXAS	6	.991	275	228	82.9
IOWA	7	.993	269	209	77.7
KANSAS	7	.995	250	197	78.8
MISSOURI	7	.993	275	203	73.8
NEBRASKA	7	.994	240	163	67.9
COLORADO	8	1.020	315	239	75.9
MONTANA	8	.995	243	156	64.2
NORTH DAKOTA	8	.994	250	224	89.6
SOUTH DAKOTA	8	1.000	165	151	91.5
UTAH	8	.983	240	168	70.0
WYOMING	8	1.001	250	226	90.4
ARIZONA	9	.991	INA	INA	INA
CALIFORNIA	9	1.011	275	187	68.0
HAWAII	9	.995	250	184	73.6
NEVADA	9	.989	INA	INA	INA
ALASKA	10	.979	182	138	75.8
IDAHO	10	.991	209	149	71.3
OREGON	10	1.003	275	233	84.7
WASHINGTON	10	1.004	INA	INA	INA

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X. CASH MANAGEMENT

A. Employer Accounts. The Employer Accounts promptness measurement is an assessment of the time lapse of the State agency in depositing remittances of employer taxes. The measurement involves reviewing a sample of remittances received over a 10-day period surrounding the report due date. For the remittances sampled, the percentage of dollars deposited within three days of receipt is determined. The results of the analysis are shown in column 3 of Figure 27. The desired level of achievement is a minimum of 90 percent of dollars deposited within three days of receipt.

B. Clearing Account. This measurement is an assessment of the promptness with which money is transferred from the Clearing Account to the Trust Fund. The data is obtained from the ETA 8414 Reports for the 12 months ending September 30. Column 4 of Figure III-27 shows the average number of days deposits remained in the Clearing Account before being transferred to the Trust Fund. The desired level of achievement is the transfer of money within two days of deposit.

C. Trust Fund. The effectiveness of the management of the Trust Fund is measured by determining how little time in advance of paying benefits that money is withdrawn from the Trust Fund. The data is obtained from the ETA 8413 Reports for the 12 months ending September 30. Column 5 of Figure III-27 shows the average number of days Trust Fund money was withdrawn before needed to pay benefits. The desired level of achievement is the withdrawal of money for not more than one day's benefit payment.

FIGURE III-27

CASH MANAGEMENT

Desired Level of Achievement: Minimum of 90 Percent of Monies Deposited Within 3 Days of Receipt. Maximum of 2 days for which funds are on deposit in Clearing Account before transferred to Trust Fund. Maximum of one day for withdrawal of money from Trust Fund before paying benefits.

(1)	(2)	(3)	(4)	(5)
STATE	REG	EMPLOYER ACCOUNTS- % TIMELY	TRANSFER TO TRUST FUND- AVG. DAYS	TRUST FUND WITHDRAWALS- AVG. DAYS
CONNECTICUT	01	100	1.660	3.421
MAINE	01	100	1.560	1.261
MASSACHUSETTS	01	97.6	1.135	1.357
NEW HAMPSHIRE	01	100	1.003	1.041
RHODE ISLAND	01	100	0.050	0.470
VERMONT	01	98.9	0.628	1.405
NEW JERSEY	02	100	0.027	0.000
NEW YORK	02	77.4	1.262	1.051
PUERTO RICO	02	90.1	0.765	11.446
VIRGIN ISLANDS	02	100	1.803	1.553
DELAWARE	03	100	1.195	0.285
DIST OF COL	03	100	1.545	1.350
MARYLAND	03	100	0.731	0.086
PENNSYLVANIA	03	99.8	INA	INA
VIRGINIA	03	99.6	1.372	1.573
WEST VIRGINIA	03	100	0.447	0.806
ALABAMA	04	96.9	0.474	3.941
FLORIDA	04	98.2	INA	INA
GEORGIA	04	97.0	2.643	2.112
KENTUCKY	04	100	0.997	6.744
MISSISSIPPI	04	52.6	1.078	3.337
NORTH CAROLINA	04	95.4	1.042	0.441
SOUTH CAROLINA	04	100	2.560	3.202
TENNESSEE	04	100	2.082	3.824
ILLINOIS	05	82.0	2.661	1.162
INDIANA	05	99.9	0.697	5.416
MICHIGAN	05	79.2	1.002	1.265
MINNESOTA	05	INA	1.988	1.751
OHIO	05	97.4	0.960	0.349
WISCONSIN	05	100	1.110	0.506
ARKANSAS	06	99.5	0.719	0.887
LOUISIANA	06	93.3	1.968	1.077
NEW MEXICO	06	100	1.966	1.617
OKLAHOMA	06	100	0.615	3.652
TEXAS	06	99.2	0.575	0.157
IOWA	07	100	0.094	5.362
KANSAS	07	96.2	2.426	1.362
MISSOURI	07	100	1.167	3.015
NEBRASKA	07	99.0	1.772	3.891
COLORADO	08	INA	0.455	0.697
MONTANA	08	100	1.149	1.066
NORTH DAKOTA	08	100	0.077	0.345
SOUTH DAKOTA	08	97.4	1.573	1.350
UTAH	08	100	1.552	0.402
WYOMING	08	100	1.163	3.343
ARIZONA	09	INA	0.897	0.690
CALIFORNIA	09	91.8	0.938	0.595
HAWAII	09	100	3.407	3.525
NEVADA	09	INA	0.670	1.060
ALASKA	10	INA	2.285	2.311
IDAHO	10	98.3	0.153	0.315
OREGON	10	100	INA	INA
WASHINGTON	10	100	0.653	1.188

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